



Form 9

*Confidential and
Internal Use Only*

**[insert RSP here]
[Insert date/year reviewed here]**

*To be completed and reviewed annually by staff team and applicable stakeholders and consultants.
The purpose of the review is to identify necessary changes in agency policy and/or practice in order to improve services to children and their families.*

TYPES OF COMPLAINTS FROM LOG REVIEW- themes and patterns identified	RELATED POLICY/PROCEDURE	PLAN OF ACTION	TIMELINE FOR COMPLETION	EXTERNAL RESOURCES or REPRESENTATIVES ACCESSED/ CONSULTED	VARIANCES OR CONCERNS FOR THE INVESTIGATIVE PROCESS COMPLETED

TYPES OF COMPLAINTS FROM LOG REVIEW- themes and patterns identified	RELATED POLICY/PROCEDURE	PLAN OF ACTION	TIMELINE FOR COMPLETION	EXTERNAL RESOURCES or REPRESENTATIVES ACCESSED/CONSULTED	VARIANCES OR CONCERNS FOR THE INVESTIGATIVE PROCESS COMPLETED

DISCUSS

1. Trends and areas needing performance improvements
2. **Actions to be taken** to address the improvements needed.
3. **Actions taken** or changes made throughout the year to improve performance¹

¹ Child and Youth Services Standards Manual, CARF International, 2017