

Batterer Intervention Program Complaint Policy

- Purpose:** To establish the process by which the Batterer Intervention Program (BIP) Advisory Committee will receive and review formal complaints regarding a specific BIP.
- Policy:** A complaint regarding a BIP will be considered a formal complaint if it is communicated orally or in writing and provides the following information: the identity of the complainant, the program that is the subject of the complaint and specific information regarding the nature of the complaint. Formal complaints will be sent to all AC members as well as the program about which the complaint was made.
- Process:** Upon receiving a formal complaint, the complaint will be circulated to the BIP AC, the LSA in the jurisdiction where the issue arose and the LSA in the jurisdiction where the BIP was mandated (if they are different). The AC co-chairs will contact the program that is the subject of the complaint and provide a copy of the complaint. The subject program will be asked to provide a written response to the BIP AC within 45 days of receiving a copy of the complaint. The BIP response letter will also be provided to the AC and discussed at the next business meeting. If the AC determines that the matter has not been resolved the co-chairs will re-contact the BIP for follow-up. If the complainant signs a Release of Information the co-chairs may work directly with the BIP to gather information and may engage with other community partners, including but not limited to the local LSA, to investigate/resolve the matter.