

Connecting with ChildServe

ChildServe welcomes any and all feedback you provide as a way to help us move Forward Together.

Feedback may include **observations, wishes, compliments and concerns**. Your feedback gives us an opportunity to improve services for your child and we want to hear it. You will have many opportunities to provide feedback including ongoing communication with your care team, annual care team meetings, completing the satisfaction surveys you will receive, and other survey methods we use.

ChildServe – Ames

1915 Philadelphia Street, Ames, IA 50010
tel 515.232.7220 • fax 515.232.3834

ChildServe – Des Moines

644 24th Street, Des Moines, IA 50312
tel 515.280.5332 • fax 515.309.0733

ChildServe – Iowa City

2350 Oakdale Boulevard, Coralville, IA 52241
tel 319.351.5437 • fax 319.351.5432

ChildServe – Johnston

5406 Merle Hay Road, P.O. Box 707, Johnston, IA 50131
tel 515.727.8750 • fax 515.727.8757

ChildServe Developmental Center

5609 Greendale Road, P.O. Box 707, Johnston, IA 50131
tel 515.278.2499 • fax 515.278.0826

Learn more at childserve.org



Feedback and Concern Process

When you have a concern, please use the following guide for resolution:

1. ChildServe Staff: The staff providing care and support to your child may be able to resolve the concern quickly. If they need further guidance, they will seek support from their supervisor. If your concern is not resolved to your satisfaction, contact the caregiver's supervisor.

2. Supervisor: These individuals will work closely with you to resolve issues. If you are not satisfied with the results of their effort, please contact the Manager.

3. Manager: Each service has a manager responsible for overseeing service delivery. Most concerns are able to be resolved within the service. If the Manager is not able to resolve your concerns to your satisfaction within five business days, please contact the Director.

4. Director: Directors are responsible for supporting service areas and are a resource to the Manager. They can work closely with the Manager to see what additional steps might occur to resolve your concerns. If your concerns are not addressed to your satisfaction by the Director within five business days, please contact the Vice President.

5. Vice President: Vice Presidents are responsible for organizational oversight and are a resource to the Director. The Vice President has an obligation to inform you of your right to appeal to the CEO. You have five business days to communicate to the Vice President your intent to appeal. Requests can be made either verbally or in writing.

6. CEO: If you are not satisfied with the Vice President's decision, you can request, in writing, a final review of the information from the CEO. The CEO will review all the information provided by the Vice President. The CEO will communicate a decision verbally and in writing within five business days of your written request. As with the Director and Vice President, if you contact the CEO prior to contacting the service responsible for supporting your child, the CEO will request that you work with the service first. The decision of the CEO is final.

At any time during the concern resolution process, or if you are not satisfied with the final decision of the CEO, you can pursue a review by the appropriate external regulatory body.