

Idaho Council on Domestic Violence and Victim Assistance

Provider Complaint Policy

Updated: 07/01/2019

The Idaho Council on Domestic Violence and Victim Assistance shall be the advisory body for programs and services affecting victims of domestic violence and other crimes in Idaho (Pursuant to Idaho Code Title 39-5201).

The Committee for Oversight of Domestic Violence Offender Intervention Programs and Standards (CODVOIPS) has set forth the following procedure for complaints filed against approved providers:

- Complaints are to be filed with the Idaho Council on Domestic Violence and Victim Assistance at the address shown on the Complaint Form or by email at info@icdv.idaho.gov.
- Complaints should be filed using the Idaho Council on Domestic Violence and Victim Assistance Complaint form
- Complaints must specifically state which standard outlined in the Minimum Standards for Domestic Violence Offender Intervention Programs manual was violated
- Complaints should include any evidence such as written documents, contracts, or other supporting documentation of the standard violation
- When a complaint is received by ICDVVA, it is reviewed to determine:
 - If those involved are under the jurisdiction of CODVOIPS
 - If the complaint violated a standard
- If a complaint is not under CODVOIPS jurisdiction, the complainant will be notified and may be referred to other agencies or resources
- If an investigation is appropriate, a CODVOIPS member will investigate the complaint
- Once the investigation is complete, the case will be reviewed by the CODVOIPS committee to determine whether additional action is necessary. Possible action may include:
 - Closing the file without action
 - Sending an advisory or educational letter
 - Removal of provider from approved CODVOIPS list
- Once CODVOIPS has made a final decision on a complaint, it is closed, and both the complainant and provider are notified.
- All formal actions are a matter of public record and are available for public inspection upon request.

Investigation Process

1. When a complaint is made, the ICDVVA staff will notify the Committee of the complaint and forward documentation for CODVOIPS review
2. A CODVOIPS member will be selected to investigate the complaint. If the complaint is deemed to be of serious nature by the Executive Director of ICDVVA and needs to be addressed immediately, an investigator will be assigned to the case via email.
3. The matter will be discussed at the closest scheduled CODVOIPS meeting, or via conference call if necessary
4. The CODVDOIPS member assigned to investigate will be neutral in investigative proceedings
5. The provider will have the opportunity to respond to the allegation and provide all information, documentation, names or other potential witnesses or people with knowledge of the specific situation.
6. The investigation process will include:
 - a. The provider will be notified of the complaint in writing and informed to contact the Committee to schedule an interview
 - b. Interview with the complainant
 - c. Interview with provider
 - d. Interview with witnesses, if applicable
 - e. Investigator will gather any other facts related to the complaint
7. The investigator will compile all the information and document findings for the CODVOIPS members
8. The investigator will discuss findings in the scheduled COVDOIPS meeting and members will vote on action
9. ICDVVA staff and investigator will prepare communication to the complainant and provider to inform on the outcome of the complaint proceedings
10. The letter will be retained by ICDVVA in provider's file.
11. The letter will also be shared with the ICDVVA Council members.
12. Depending upon the outcome or allegations submitted to CODVOIPS, information may be sent to the Idaho Bureau of Occupational Licensing.

Appeals

1. The provider will have 15 business days from the date of the letter stating the outcome of the complaint to appeal a CODVOIPS decision
2. The ICDVVA Council members will evaluate the appeal and inform the provider of the outcome within 15 days of receiving the appeal