



# Case Management Intake Form

PHONE CALL  INQUIRY  COMPLAINT  ASSIST  TRANSFER  EMAIL  FILE # \_\_\_\_\_ **FOR INTERNAL USE ONLY**

<b>COMPLAINANT</b>			<b>RESPONDENT</b>		
PARTY MAKING INQUIRY IS A: ___CITIZEN ___AGENCY/DEPT. ___BUSINESS ___OTHER (SPECIFY):			ISSUE IS AGAINST: ___CITIZEN ___AGENCY/DEPT. ___BUSINESS ___OTHER (SPECIFY):		
YOUR NAME OR NAME OF AGENCY, ASSOCIATION OR BUSINESS			NAME OF AGENCY, ASSOCIATION, BUSINESS OR NEIGHBOR		
CONTACT PERSON			CONTACT PERSON		
MAILING ADDRESS			MAILING ADDRESS		
CITY	STATE	ZIP CODE	CITY	STATE	ZIP CODE
PHONE	EMAIL ADDRESS		PHONE	EMAIL ADDRESS	

## **Have you brought this issue to any other review body?**

Please provide details if you have presented this issue to another review body. Also, attach documentation of any rulings or recommendations levied by that body.




Office of the Ombudsman

Outcomes

What outcome do you wish to achieve by submitting this issue to the Office of the Ombudsman? Please check all that apply.

Table with 2 columns and 4 rows for outcomes: Mediation, Adequate Service, Apology, Disciplinary Action, Change in Policy, Explanation, and Other (please specify).

Privacy Statement

A copy of this form and relevant accompanying documentation may be sent to the respondent for their response. If there are reasons why this should not be done, please set them out below:

Large empty table area for providing reasons for privacy concerns.

Office of the Ombudsman

**Attach a copy of the following items if applicable:**

- 1. Written contract
- 2. Invoice and/or credit agreement
- 3. Billing to respondent
- 4. Payments from respondent to date
- 5. Notice to Owner/Notice of Non-payment
- 6. Any relevant documents or correspondence

Upon receipt of a complaint, the Office of the Ombudsman will conduct a case review. The information submitted by both parties will be reviewed and then this office will proceed accordingly.

Signature \_\_\_\_\_ Date \_\_\_\_\_

**How did you hear about the Ombudsman’s Office?**  
**Please check all that apply.**

<input type="checkbox"/> Word of Mouth	<input type="checkbox"/> Brochure
<input type="checkbox"/> Using Agency (specify):	<input type="checkbox"/> News Paper
<input type="checkbox"/> Event (specify):	<input type="checkbox"/> Television
<input type="checkbox"/> Other (specify):	<input type="checkbox"/> Used Office Previously

**Information About Case Handling**

**Non-payment Complaints** - (Example) Vendor to Sub, Sub to Sub, Prime to Sub, and Using Agency to Prime research the following:

**Intake Process**

- 1. Notify all parties involved in complaint.
- 2. Verify that the vendor is operating in the scope of the work, in compliance with contract.
- 3. Contact all parties involved to discuss issues to proceed with mediation.

**Non-Compliance Complaints** - (Example) Vendor to Sub, Sub to Sub, Prime to Sub, and Using Agency to Prime research the following:

- 1. Notify all parties involved in complaint.
- 2. Verify that the vendor is operating in the scope of the work, in compliance with contract.
- 3. Contact all parties involved to discuss issues to proceed with mediation.

**Mediation Process:**

- 1. Mediation attendance must be confirmed.
- 2. Thorough knowledge and completed case review must be done.
- 3. Attendees sign in and identification is checked.
- 4. Confidentiality statement is signed by all attendees and placed into case file.
- 5. Safety measure completed
- 6. Introduction
- 7. Mediation

**The Recommendation Process:**

- 1. Debarment (Procurement Code Sec. 126.201 (l))
- 2. Non-Responsive (Procurement Code Sec. 126.201 (e))
- 3. Probation (Procurement Code Sec. 126.201)
- 4. Plan of Action submitted by contractor: follow-up within applicable time.