



## **Virginia Public Guardian Program COMPLAINT PROCESS and OPTIONAL COMPLAINT FORM**

This complaint process may be used to report only **non-urgent** concerns or complaints about a client of the Virginia Public Guardian Program. The form on the following pages is not required, but all complaints must be in writing.

**Note: DARS can only accept complaints on behalf of clients of the Public Guardian Program.**

This applies to fewer than 7% of Virginians with a court-appointed guardian. Some public guardian providers under contract with DARS operate a separate private guardian program. DARS has no oversight or authority to investigate private guardians. Additional information is available at [www.dars.virginia.gov/dcl/pgp](http://www.dars.virginia.gov/dcl/pgp).

If you are unsure whether your complaint involves a Public Guardian Program client, please email the program at [publicguardian@dars.virginia.gov](mailto:publicguardian@dars.virginia.gov) before preparing a written complaint.

### **Submission**

Email submission is preferred, but you may fax or mail the complaint. If you mail it, please keep a copy. DARS will respond within 10 business days of receipt.

**Email:** [publicguardian@dars.virginia.gov](mailto:publicguardian@dars.virginia.gov)

**Fax:** 804-662-7663

**Mail:** DARS  
Public Guardian Program Director  
5620 Cox Rd  
Glen Allen, Virginia 23060

**Important:** To report suspected adult abuse, neglect, or exploitation, do not use this form. For more information, visit [www.dars.virginia.gov/aps/APSreport.htm](http://www.dars.virginia.gov/aps/APSreport.htm) or call the 24-hour, toll-free APS hotline 888-832-3858. For emergency situations, call 911.

## Virginia Public Guardian Program Complaint

**Date:** Click to enter

### Part 1: Identifying Information

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1. What is the name of the Public Guardian Program client?

2. Select the name of the public guardian.

- Appalachian Agency for Senior Citizens (AASC) Public Guardian & Conservator Program
- Alleghany Highlands (AHCCB) Public Guardian Program
- Arc of Northern Virginia's Public Guardianship of Last Resort Program
- Bridges Public Guardianship Program
- Catholic Charities of Eastern Virginia (CCEVA) Public Guardianship Program
- Commonwealth Catholic Charities (CCC) Public Guardian Program
- District Three Public Guardian Program
- Family Service of Roanoke Valley Public Guardian & Conservator Program
- Jewish Family Service (JFS) of Tidewater Public Guardian & Conservator Program
- Mountain Empire Older Citizens (MEOC) Public Guardian & Conservator Program
- SPAN Center Public Guardian Program (formerly Senior Connections)

3. What is your relationship to the Public Guardian Program client?

4. What is your contact information?

Name	Phone number(s)
<input type="text"/>	<input type="text"/>

Email address	Mailing address
<input type="text"/>	<input type="text"/>

If you are making this complaint in your professional capacity, please provide the following:

Title/Position	Employer
<input type="text"/>	<input type="text"/>

Supervisor's name	Supervisor's phone number
<input type="text"/>	<input type="text"/>

## **Virginia Public Guardian Program Complaint**

*Please include the name of the Public Guardian Program client on every page:*

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### **Part 2: Complaint Details**

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Describe your concerns below. Please include dates, locations, the names of those involved, and their relationship to the Public Guardian Program client. You may attach additional pages or documents if necessary, but a brief summary is preferable. DARS staff will let you know if additional information is needed.