

TANF Policy 29 – Handling Irate Clients

Purpose

The purpose of this policy is to ensure consistency among contractors when dealing with irate clients. While it is impossible to capture every case scenario, irate for purposes of this policy is being defined as client behavior involving physical force intended to hurt, damage, or kill another client or self. If at any time you feel that you or your staff is in harms-way call 911.

When a situation presents itself most importantly remain calm and maintain a professional tone. Give the client the time and space to “vent” sometimes this is all that is needed. After they are finished try and deliver a response that shows you understand their situation. If you can provide an immediate solution to the problem then do it.

In the event you cannot provide an immediate solution, two steps should be taken:

1. As a courtesy, the contractor should contact the DSS office the client is assigned to make them aware that an irate client may be coming into their office.
2. Reach out to your DET contract manager to make them aware of the situation and to assist with a solution. If you are unable to reach your contract manager by telephone, send an e-mail with a detailed account of what has transpired. If the DET contract manager does not get back to the contractor within the hour, the contractor should contact the [DOL_DET_Contractor_Help @state.de.us](mailto:DOL_DET_Contractor_Help@state.de.us).

It will be the responsibility of the DET contract manager to contact DSS Policy to notify them of the problem and the resolution reached.

Again, if at any time you feel that you or your staff is in harms-way call 911.