How to Respond When a Social Worker Wants to Remove a CASA from a Case

There are instances when social workers express displeasure with a CASA’s involvement on a case and/or want the CASA removed. These grievances may be due to one of the following:

* CASA’s actions on a case
* Personality conflict between the CASA and social worker
* Child has requested CASA be removed
* Caregiver requested CASA be removed

Although **a CASA volunteer may only be removed from a case by order of the court or by VFC**, it is important to maintain a professional working relationship with all parties. If the CASA receives a complaint from a social worker (SW), CASA should:

* Refer the worker to the grievance policy that is included at the bottom of the CASA’s appointment letter and encourage the SW to contact the CASA’s Advocacy Supervisor (AS). The grievance policy reads as follows:

*Pursuant to California Rule of Court 5.655 (i), should a person desire to file a complaint against Voices for Children, a staff member, or a volunteer, please call 858-569-2019 and request to speak with the individual’s immediate supervisor. When informal attempts to resolve the issues fail, a formal written grievance may be filed. The written grievance should be sent to Voices for Children, P.O Box 7219, Riverside, CA 92513, and shall contain the following: the name of the individual(s) involved; a specific description of the alleged inappropriate or improper conduct; the date(s) the conduct occurred; and the desired outcome of the complainant. The complainant will receive a response within ten business days of receipt of a complaint. Documentation of any grievance filed by or against a CASA or VFC staff will be retained in the individual’s personnel file by Voices f or Children.*

* Call his/her AS right away.
* Suspend all further actions on the case, including communication with case child, until further instruction is received by his/her AS.

Once the issue has been addressed by the AS, the CASA should work together with the AS to continue to provide effective advocacy for the case child.