

How to Give Feedback or File a Complaint

Public Consulting Group strives to serve each and every customer with the utmost level of care and customer service.

However, if a customer feels they have not received a response to their inquiry from a PCG employee, or who have concerns about service or treatment, here are the steps to follow:



Case Management

If you have an **Employment Training Advisor (ETA)** or **case management** related concern, you may contact your ETA's Supervisor.

Mary Casas (619) 270-4132 mcasas@pcgus.com
Alicia Moritz (619) 270-4136 amoritz@pcgus.com

If your concern or complaint is not resolved by the ETA Supervisor, you may contact the Assistant Program Director for case management, **Monica Reyna** at (619) 270-4105



Child Care

If you have a **Child Care Program** or **Provider Payments** related concern you may contact the Child Care or Provider Payments Supervisor.

Irene Castellanos (Child Care) (619) 270-4156 icastellanos@pcgus.com
Kitzya Rios (Provider Payments) (619) 270-4142 krios@pcgus.com

If your concern or complaint is not resolved by the Supervisor, you may contact the Assistant Program Director for supportive services, **Gina Lee** at (619) 270-4169



Employment Services

If you have an **Employment Services Program** related concern (Employment Training, Computer Lab or Job Developers) please contact the Employment Services Supervisor.

Sonia Silva (619) 270-4195 ssilva@pcgus.com

If your concern or complaint is not resolved by the Supervisor, please contact the Assistant Program Director for employment services, **Sara Ramos** at (619) 270-4058



Housing & Family Stabilization

If you have a **Family Stabilization** or **Housing Support Program** related concern, you may contact the Family Services Supervisor:

Dennise Rueda (619) 270-4046 drueda@pcgus.com

If your concern or complaint is not resolved by the Supervisor, please contact the Manager for family services, **Gloria Reyna** at (619) 270-4115

If your concern or complaint is still not resolved after following the above process, please contact the Program Director, **AJ Antun** (619) 798-7049

All customers have the right to a Grievance Resolution Review or Written Request for Grievance which can be obtained from any PCG employee to submit to the Customer Service Supervisor/ Grievance Coordinator **Nadine Kassab** (619) 270-4020 nkassab@pcgus.com