

# 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.

**Breana Benford** (619) 270-4035 [bbenford@pcgus.com](mailto:bbenford@pcgus.com)  
**Judy Amaro** (619) 684-7880 [jamaro@pcgus.com](mailto:jamaro@pcgus.com)

If your concern or complaint is not resolved by the ETA Supervisor, you may contact the Assistant Program Director for case management, **Jessica Skidmore** at (619) 270-4137 [jskidmore@pcgus.com](mailto:jskidmore@pcgus.com)



## Child Care

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

**Veronica Vasquez** (Child Care) (619) 270-4162 [vvazquez@pcgus.com](mailto:vvazquez@pcgus.com)  
**Kitzya Rios** (Provider Payments) (619) 270-4142 [krios@pcgus.com](mailto: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](mailto: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](mailto: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 **Glenda Catalan** (619) 270-4114 [gcatalan@pcgus.com](mailto:gcatalan@pcgus.com)