



COMMUNITY COORDINATED CARE FOR CHILDREN, INC (4C)

NOTICE OF GRIEVANCE PROCEDURES

If at any time you feel that you have been denied services, had your eligibility determined incorrectly or feel that you have been wrongly treated, you have the right to submit a grievance and have your case reviewed. This grievance process provides you the opportunity to discuss disputes concerning staff, products, goods and/or services.

The Agency's goal is to resolve all disputes at the lowest possible level, but acknowledges that from time to time, additional steps may be needed to ensure that services have been provided in a fair and consistent manner. All grievances must be submitted in writing on the Notice of Grievance form. A brief summary of the issue/concern to be reviewed must be completed. The form must be signed and dated by the client or the person filing the grievance on behalf of the client and should include the parent/guardian address and child information. Completed Notice of Grievance forms may be hand-delivered, faxed or sent electronically.

All grievances must be submitted within 10 business days of the occurrence of the grievance or of becoming aware of the event.

If you do not agree with the decision made once your grievance has been reviewed, you must identify, in writing, what issue(s) remain unresolved. This must be completed and returned to 4C within seven (7) business days.

If the grievance is **Customer Service** related:

- Agency staff will submit the grievance and all supporting documentation to the Director of Program Services or designee for review;
- If not resolved, the Director of Program Services will submit the grievance and all supporting documentation to the Chief Program Officer (CPO) for review;
- The CPO will complete a review of the grievance based upon written policies and procedures;
- The CPO has final authority on these types of grievances unless stated by Florida law.
- The final results of all formal grievances will be shared with the Coalition.

If the grievance is **Program Services** related:

- Agency staff will submit the grievance and all supporting documentation to the Director of Program Services or designee for review;
- If not resolved, the Director of Program Services will submit the grievance and all supporting documentation to the Chief Program Officer (CPO) for review;
- If not resolved, the CPO will submit the grievance and all supporting documentation to the Coalition for review;
- The Coalition will complete a review of the grievance based upon their written policies and procedures;
- The Coalition has final authority on these types of grievances unless stated by Florida law.

