



## COMMUNITY COORDINATED CARE FOR CHILDREN, INC (4C)

### NOTICE OF GRIEVANCE PROCEDURES

If you feel that you have been denied services/had your eligibility determined incorrectly or that you have been treated wrongly, 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. **All grievances must be submitted within 10 business days of occurrence of the event.**

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. Grievances must be submitted electronically using the link on 4C's website: <https://4cflorida.org/?s=grievance>.

All concerns are investigated timely by a member of management to ensure services have been provided in a fair and consistent manner. In most cases, concerns are resolved within ten (10) business days.

If you do not agree with the decision made once your grievance has been reviewed, you must provide a written account of what issues 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.

If the grievance is **Program** 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 Early Learning Coalition of Orange County (ELCOC) for review;
- The ELCOC will complete a review of the grievance based upon their written policies and procedures; The ELCOC has final authority on these types of grievances unless stated by Florida law.

