



Complaint Policy

<u>DEPARTMENT NAME</u> Administration	
<u>CHAPTER:</u>	<u>SUBJECT:</u> Consumer Complaint Grievance Procedure
<u>POLICY NUMBER:</u> AD-001	
<u>APPROVAL:</u>	<u>EFFECTIVE DATE:</u> April 27, 2009
<u>REPLACES (policy # and date):</u> AD-001 May 6, 2005	

- I. **PURPOSE:** To support the dignity and rights of all children, families, community partners and community stakeholders, the Children’s Network of Southwest Florida has a formal complaint/grievance process. The process shall allow for timely, efficient, and satisfactory resolution of the complaint and/or grievance.

- II. **REVIEW HISTORY:** Replaces Policy Number AD-001 May 6, 2005.

- III. **CONTACT:** Executive Assistant to Chief Executive Officer (CEO)

- IV. **PERSONS AFFECTED:** All people served by the Children’s Network of Southwest Florida and/or their subcontracted providers as well as community partners and community stakeholders.

- V. **POLICY:** The Children’s Network of Southwest Florida encourages children, families, community partners and community stakeholders to resolve complaints by utilizing the Children’s Network of Southwest Florida complaint process. However, should the complaint process not resolve a concern to satisfaction of the complainant the grievance procedure shall be implemented.

All individuals submitting complaints and grievances will be treated with respect and dignity.

- VI. **RATIONALE:** Persons being served by the Children’s Network of Southwest Florida deserve to have their concerns addressed quickly and efficiently. This policy assures that complaints/grievances are resolved quickly and at the lowest level possible.

VII. CROSS REFERENCES: N/A

VIII. DEFINITIONS:

Complaint: A written report of dissatisfaction with a program, service delivered or personnel of the Children’s Network of Southwest Florida or any of its subcontracted providers.

Grievance: A written report of dissatisfaction with a complaint resolution or a decision made by the Children’s Network of Southwest Florida as a result of following the compliant procedure.

XI. **PROCEDURES:**

A. **Complaint:** The procedure for filing a complaint is as follows:

1. **Complaint concerning the Children's Network of Southwest Florida's services or personnel:**

a. The effected individual or organization shall contact the Executive Assistant to the Chief Executive Officer (CEO). A complaint shall be submitted in writing. The complainant may use the Complaint form (Exhibit A) to submit the complaint.

b. Once the Executive Assistant receives the complaint, the individual filing the complaint shall be contacted in writing or documented phone call acknowledging the receipt of the complaint within 5 business days.

c. The complaint will be routed to the appropriate Children's Network of Southwest Florida unit Director for resolution. The person receiving the complaint will seek to resolve the issue quickly and efficiently to the satisfaction of the complainant. The individual who submitted the complaint will be contacted in writing within 15 working days with findings and/or resolution to their complaint.

d. If the initial complaint is not resolved to the satisfaction of the complainant, he or she will be referred to the grievance procedure.

2. **Complaint concerning any subcontracted provider of the Children's Network of Southwest Florida**

a. The effected individual or organization shall contact the subcontracted provider, communicate the complaint and follow the provider's complaint policy/procedure. If the complainant feels that the matter is not resolved to their satisfaction, he/she shall then follow the Children's Network of Southwest Florida complaint procedure as outlined in A.1. above.

B. **Grievance:** If a complaint is not resolved to the satisfaction of the complainant, the complainant shall communicate this in writing to the Executive Assistant to the Chief Executive Officer (CEO) who will then refer the grievance to the CEO of the Children's Network of Southwest Florida. The CEO will review the original complaint and written response and issue a final resolution in writing to the complainant with in 10 working days.

C. Complaints/Grievences will be tracked and assessed periodically for quality purposes.

X. **EXHIBITS:** Exhibit A-Complaint Form

Exhibit A

CHILDREN'S NETWORK OF SOUTHWEST FLORIDA, LLC
CONSUMER COMPLAINT/GRIEVANCE FORM

Name: _____ Today's Date: _____

Please describe in detail the incident(s) or event(s) that led you to write this grievance including the applicable date(s).

Referred to: _____

Complaint/Grievance Received by: _____ Date Received: _____

Written Response:

Response Date: _____