



## **Attachment V.B**

### **Grievance/Complaint Resolution**

#### **Purpose:**

In order to meet the standards from ss.1002.82 and 1002.88. F.S., the coalition must have a procedure for monitoring SR program providers which includes responding to a parental complaint. A grievance is defined as anything that causes distress affording a reason to complain or resist.

#### **Grievance/Complaint Resolution Process:**

1. All grievance/complaints must be presented in writing from the customer before consideration. A dedicated email has been designated for grievance/complaints submissions. The customer will submit the grievance/complaints form through the dedicated email. The grievance/complaints form will be provided to the customer upon request.
2. All customer grievance/complaints will be initially reviewed for non-policy based issues by the grievance/complaints point person. Grievance/complaints will be denied if they do not adhere to the policies as established by OEL. The customer will receive a denial letter from designated ELC staff.
3. Any grievance/complaint against a provider that has to do with children safety will immediately be sent to DCF.
4. Formal grievance/complaints will be resolved within 60 days.
5. Grievance/Complaints committee, which is the ELC of Duval Finance Committee, will receive grievance/complaints form from the customer and any supportive documentation for review prior to the grievance/complaints committee meeting.
6. Final decisions will be made by the Grievance/Complaints Committee.
7. All decisions once approved are final.
8. All grievance/complaints will be maintained on site for a minimum of five years.
9. The coalition provides access to public records based upon established guidelines.