**Orange County STRIVE Program**

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**GRIEVANCE PROCEDURE**

Purpose:

To providing a grievance procedure by which persons served, their families or guardians, can use to address program policies, complaints, violation of rights, or other concerns. At Easter Seals Florida, we always strive to provide quality services to our members and to our member families. A quality program provides for the filing of complaints and/or grievances in order to assure that appropriate and timely action is taken to address complaints.

Responsibility:

The Program Manager will ensure grievance procedures are known to the staff members and in turn, clients served and their families. Although informal resolution of program related problems is encouraged, the Program Manager recognizes that there may be problems requiring formal consideration and resolution.

Procedure:

1. Upon admission to services, families will be made aware of the grievance procedure. This procedure will be communicated in clear and understandable language to the person served, families and/or guardians.

Staff are obligated to assist any participant with the writing and submission of a grievance, if such assistance is needed.

Grievances may be submitted in writing or verbally to the Program Manager (or to the AVP should the grievance be about the Manager or if the Manager is unavailable). They can also report their grievances to any other member of management through our headquarters office at 2010 Crosby Way, Winter Park FL 32792 or via phone at (407) 629-4565. The recipient of the grievance will ensure the date the grievance is received and recorded/noted. The Program Manager will respond to the grievance verbally and in writing, within five (5) days. If there is still no resolution, the grievance will be heard by the CEO’s designee, the Associate Vice President or Vice President of Programs. If resolution can still not be achieved, the grievance will be reviewed for final disposition by the CEO. All resolutions will be handled within 25 days of the initial date of the grievance.

2. In the event a client is not satisfied with the response they receive from the Chief Executive Officer, they will be notified to contact the State of Florida, Ombudsman at 1-800-96ABUSE.

3. This grievance outcome will be provided to the County contract manager, if requested, within five days of the request. Any grievance will be maintained in a secure manner (HIPAA compliant) as either a paper copy and/or electronic copy by Easterseals. The resolution to the grievance will also be included.

4. Easterseals prohibits any form of retaliation towards person served, families or guardians who have filed a grievance or who participate in an investigation.