

**Easterseals Florida  
VOCATIONAL SERVICES**

**CONSUMER GRIEVANCE PROCEDURE**

**Procedure-** To Resolve any Issues that the Consumer has regarding their Program  
And involve all Resources (Family, Guardians, and/or Provider)

**Grievance:** – If you feel that you have been treated unfairly or disagree with any element of your program at Easterseals, you should contact your Group Supervisor or a LEAD Activities Trainer. You can make contact verbally or in writing. It is important to contact someone immediately (or at least within two (2) weeks of the occurrence). A copy of all complaints will be kept in the Center Director’s office.

If you feel more comfortable discussing your concerns with your family or Support Coordinator, they can assist you and participate in the problem solving process with your Supervisor or Lead Activities Trainer.

You may also report your concerns anonymously by calling the Easterseals Privacy Officer at 561-881-2822 ext. 11108.

**Resolution-** A meeting with the Consumer Services Coordinator will be scheduled to discuss and resolve the problem. You may invite anyone you wish to attend this meeting with you. The Consumer Services Coordinator will respond to your problem verbally and in writing within five (5) days. A copy of the written response will be kept in the Center Director’s office.

**Appeals-** If the Consumer Services Coordinator is unable to solve your grievance, the next step in the process is to meet with the Center Director. You may invite anyone you wish to attend this meeting with you. The Center Director will respond to your problem verbally and in writing within five (5) days. If there is still no resolution, your grievance will be heard by the Associate Vice President or Vice President of Programs and within ten days, will make the final decision.

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I have read (or have had someone read to me) and understand the procedure that is in place to resolve any problem that I have with my Easterseals Vocational Program

I also understand that Easterseals Florida does not allow any form of retaliation (negative actions, ignoring, laughing at, termination) against employees who file a grievance or who participate in an investigation.

\_\_\_\_\_  
Consumer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian

\_\_\_\_\_  
Date