

**VOCATIONAL SERVICES
OPERATIONAL PROCEDURES**

Index: 1301
Issued: 5/89
Revised: 09/06, 08/10, 10/12, 9/14, 10/16, 5/17, 2/19

SECTION: CONSUMER RIGHTS

SUBJECT: GRIEVANCE PROCEDURE

Purpose: To establish a grievance procedure by which persons served, their families or guardians, can use to address program policies, complaints, violation of rights or other concerns.

Responsibility: Department Supervisors will insure grievance procedures are known to staff, persons served and their families and further that all steps are followed in addressing grievances.

Procedure: 1. Upon admission to programs and annually thereafter, persons served will be given a copy of the grievance procedure which staff will review with them. This procedure will be communicated in clear and understandable language to the person served, families and guardians. This review will be part of program orientation and will be documented as being completed using ADT Form 1301.

2. The Grievance procedure will be reviewed with consumers annually in conjunction with their IP meeting. Documentation of this policy review will be completed using ADT Form 1301.

3. Grievances may be submitted in writing or verbally within 10 days of initial incident, concern or grievance to a Group Supervisor or a Lead Activities Trainer. If the consumer requires assistance in stating their grievance, an advocate will be sought (Support Coordinator, family member, etc). The Consumer Services Coordinator (CSC) will schedule a meeting to discuss the grievance and will respond, verbally and in writing, within five (5) days... Easter Seals staff will serve as advocates only as a last resort. If the CSC is unable to solve the grievance, the next step is to meet with the Center Director who 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 Associate Vice President or Vice President of Programs.

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4. This grievance will be logged into the Consumer Grievance Log (ADT Form 1301A) which will be maintained in a secure manner in the Center Director's office along with a copy of the written grievance or indication of verbal grievance, the resolution and will be available at any time for review.

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