



Policy: Grievances and Appeals

ChildNet Number: CN 004.020
Original Approved Date: May 16, 2003
Policy Revised Date(s): October 30, 2009
Policy Sunset Date:
COA Standard(s): CR 3.00, RPM 2.01,

Statement of Policy:

It is the policy of ChildNet to assure the rights of all individuals are protected while they are applying for and/or being served. To facilitate such protection, ChildNet shall develop and maintain, on behalf of individuals served and their representatives, a grievance/appeals procedure. ChildNet shall not retaliate against the grievant for making said complaint.

(Note: Procedures pertaining to ChildNet subcontractors/providers dispute resolution are as per the terms of their contract.)

Board Chair's Signature: _____

Date: 10-29-10



Procedure: Grievances and Appeals

ChildNet Number: CN 004.020

Original Approved Date: May 16, 2003

Procedure Revised Date(s): October 30, 2009, September 22, 2011, July 9, 2014

Procedure Sunset Date:

COA Standard(s): CR 3.00, RPM 2.01,

Definitions (If any):

Statement of Procedure:

A. Grievance Procedure Steps:

1. If a client, their family, or guardian ad litem has a difference of opinion with the Child Advocate/Dependency Case Manager as to some aspect of the child's case, they should always feel free to first informally discuss their concern with the Child Advocate/Dependency Case Manager. These concerns may also be expressed through emails received through the comment section of the ChildNet website.

Client concerns are also received directly by the Chief Executive Officer or the Executive Director via phone, mail or email.

2. If the matter cannot be resolved through consultation with the Child Advocate/Dependency Case Manager, any of the involved parties may request a conference with the Unit Supervisor or Director/Manager. Such a meeting will take place within **5 working days** of the request being made. The request may be verbal or in writing.
3. If the parties are still in disagreement after meeting with ChildNet staff at this level, the issue may be advanced further to the appropriate chain of command which may include: Director/Manager, Assistant Vice President, or Executive Director.
4. If the matter necessitates an in-depth review in order to be resolved, the matter may be referred to the Continuous Quality Improvement (CQI) Department. The CQI Department will review any pertinent materials and, if necessary, meet individually or in a group with the parties involved. Telephone contacts are permissible. The CQI Department shall, within working **30 days** of receiving the request for intervention, formulate a recommendation for resolution of the grievance. The CQI Department shall formulate this recommendation after consulting with the appropriate Director/Manager and other parties that may have



valuable input. The CQI Department will then share this recommendation for resolution of the issue with all involved.

5. The Department of Children and Families (DCF) submits client concerns or issues through a Tracker system. A Tracker is sent to the Executive Director or Designee to inquire as to the allegations or issues raised. These submissions are tracked by the Designee. Trackers are then sent to the appropriate ChildNet staff members (Supervisors, Director/Manager, CQI) to complete a review and a response to the issue. The response is then sent back to DCF. Clients may or may not be contacted depending upon the issues raised by the Department.
6. If necessary, ChildNet's Chief Executive Officer or his/her designee shall be the final step in the process and shall make a final determination on behalf of ChildNet.
7. Final legal authority and decision-making may rest with the courts.

B. Additional Provisions:

1. A copy of the ChildNet Client Grievance Policy and Procedure shall be provided to all clients, and their families at intake and additionally upon request. ChildNet will encourage clients, their families, and others in the community to follow the procedure to assure that the proper attention is given to the issue in a timely fashion.
2. Every step of the Client Grievance process must be documented in the client case record. If CQI staff is also involved in the process, a separate record of their activities shall also be maintained.
3. The Executive Director or designee is to review all complaints, grievances and outcomes with the Director of Continuous Quality Improvement or designee and assist with the development of the summary report for Performance and Quality Improvement. Similar summaries will also be provided by the Executive Directors and Talent Management departments for consideration for Risk Management.
4. ChildNet shall provide the grievant a decision in writing within 30 days and advise or explain if there is any recourse, appeal (to DCF), or right (Florida Statute Section 120) of the client.
5. Complaint and outcome will be documents in the Statewide Automated Child Welfare Information System (SACWIS).



6. Complaints may also be filed externally as follows:

DCF Office of Civil Rights Headquarters
1317 Winewood Blvd., Building 1, Room 110
Tallahassee, FL 32399-0700
Telephone: (850) 487-1901
Facsimile: (850) 921-8470
TDD: (850) 922-9220

DCF Regional Office of Civil Rights
111 S. Sapodilla Ave., #309-F
West Palm Beach, FL 33401
Telephone: (561) 837-5538
Facsimile: (561) 837-5563
TDD: (561) 650-6823

Federal Department of Health and Human Services Office of Civil Rights
Headquarters
200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201

Federal HHS Regional Office of Civil Rights
Atlanta Federal Center
61 Forsyth St., SW
Atlanta, GA 30303-8909
Telephone: (404) 562-7886
Facsimile: (404) 562-7881
TDD: (404) 332-2867

President's Signature:

Date:

07-21-14