

**Step 4:**

Please review the decisions made recently concerning my case.

CEO Response: (within five days)

\_\_\_\_\_  
CEO Signature

\_\_\_\_\_  
Date

**Step 5:**

My complaint remains unaddressed.  
I request a meeting with a committee of the Board of Directors whose decision shall be final.

Board Grievance Committee Response

\_\_\_\_\_  
Board Member Signature

\_\_\_\_\_  
Date



ATTN: QA SUPERVISOR  
ORANGE PARK, FL 32073  
SUITE 2  
1726 KINGSLEY AVENUE  
KIDS FIRST OF FLORIDA



1726 Kingsley Avenue, Suite 2  
Orange Park, FL 32073  
(904) 278-5644

## GRIEVANCE PROCEDURE

*Kids First of Florida is committed to addressing concerns or grievances of clients. Therefore, clients may file a grievance regarding KFF staff members by following this grievance procedure.*

*If you need assistance with completing this form, you may contact the KFF Quality Assurance Supervisor for assistance at (904) 278-5644.*

*If you have any special needs, please contact the administrative office at (904) 278-5644 Ext 2030 to assist with accommodation requests.*

If, during services, you have a specific complaint regarding services, the following steps should be followed:

Step 1: Discuss the situation with your assigned Family Services Counselor (FSC) or the staff member involved. The FSC or staff member will have 24 hours to verbally respond to the discussed complaint. If you feel the situation is not resolved adequately complete Step 1 of this form.

Step 2: After completing Step 1 of this form, send the form to the FSC or staff member's direct supervisor. The supervisor will respond, in writing by completing Step 2 of this form within 3 working days of receiving your complaint. If you wish to appeal the supervisor's written response, you and an advocate (if needed) may request to meet with the supervisor to discuss the complaint. A meeting will be scheduled within 3 working days of receipt of your appeal.

Step 3: If the issue is not resolved during that meeting with the supervisor, complete Step 3 to request a Resolution Meeting with either the Chief Program or Financial Officer, whichever supervises the before mentioned supervisor. The Resolution Meeting will be scheduled within 5 working days of receiving a written request from you. A written response to the meeting will be completed by the Chief Program or Financial Officer.

Step 4: If your complaint is not resolved during that meeting, you may request a meeting with the Chief Executive Officer (CEO). The meeting will be scheduled within 5 working days of your written request. A written response to the meeting will be completed by the Chief Executive Officer (CEO).

Step 5: If, after meeting with the CEO, you are not satisfied with the decision made by the CEO, a meeting with a committee of the Board of Directors will be scheduled within 5 working days. The committee will provide a written response to the complaint. All decisions made by the committee will be final and binding.

If at any time, a grievance is perceived as being an emergency in nature, whereby physical harm would be incurred by waiting for the allotted response times, the grievance may be taken directly to the CEO.

## Grievance Form

### Step 1:

I discussed this problem with my Family Services Counselor or staff member involved on \_\_\_\_\_.  
Date

My specific complaint is:  
(attach additional pages if needed)

I would like to see this resolved by:

\_\_\_\_\_  
Client Signature Date

\_\_\_\_\_  
Phone

### Step 2:

Please submit this complaint to the appropriate Supervisor.

Supervisor Response: (within three days)

\_\_\_\_\_  
Supervisor Signature Date

Date of Meeting with Supervisor, if needed

### Step 3:

I wish to further appeal the decision made and request a resolution meeting to be scheduled.

\_\_\_\_\_  
Client Signature Date

Chief Program/Financial Officer Response:  
(within five days)

\_\_\_\_\_  
Chief Program/Financial Officer Signature Date