



Patient/Participant Grievance

Definition

A grievance/complaint is any dissatisfaction expressed by a complainant, orally or in writing, to SCARF employees, with any aspect of SCARF operation; including but not limited to, dissatisfaction with organizational administration, service provisions, the way a service is provided, facility, employees (including volunteers and student interns), program rules and regulations, denial of services, referral and coordination processes, and/or may include patient/participant abuse, neglect, or exploitation.

A grievance/complaint is not a misunderstanding or misinformation that is resolved promptly by supplying the appropriate information or clearing up the misunderstanding to the satisfaction of the patient/participant.

It is the purpose of the Grievance Procedure to establish a method whereby grievances of clients will be resolved fairly and effectively.

A copy of the grievance form will be accessible to all at the front desk and on website: www.scarffl.com

Distribution of the Grievance Procedure to Patients/Participants

The employees shall give each patient/participant a copy of the grievance/complaint procedure within 24 hours of admission and explain it in clear, simple terms that the patient/participant understands.

Patient/Participant Rights Pertaining to Grievances and Complaints

The grievance procedure shall afford patients/participants with the right to:

1. File a grievance about any violation of patient rights or Florida Department of Health (FL-DOH) rules;
2. File a grievance with any employees, volunteer, or student worker;
3. Submit a grievance in writing and get help writing it if they are unable to read or write;
4. Submit a grievance directly to FL-DOH at any time; 4052 Bald Cypress Way, Bin C75, Tallahassee, Florida 32399-3260
5. Request pens, paper, envelopes, postage, and access to a telephone for the purpose of filing a grievance;
6. Have a reasonable, specific deadline for completing the process; and
7. Obtain the address and toll-free telephone number of FL-DOH.

Grievance/Complaint Response Procedures

The grievance/complaint organizational response is as follows:

- A. Employees volunteer, or student interns will acknowledge the grievance/complaint in writing within 24 hours (72 hours on weekends/holidays)
- B. Evaluate the grievance thoroughly and objectively, obtaining additional information as needed;
- C. Employees, volunteers, or student interns will submit the written grievance/complaint to the Division/Program Manager as soon as possible; within 24 hours (72 hours on weekends/holidays);
- D. The Division/Program Manager will notify the Chief Operating Officer within 24 hours of all written grievance/complaints received. The Chief Operating Officer may elect to manage the grievance/complaint at any time.
- E. The Division/Program Manager will take action to resolve all grievances/complaints promptly and fairly;
- F. The Division/Program Manager or Chief Operating Officer will inform the patient/participant of the findings and recommendations within seven (7) calendar days;
- G. If the Division/Program Manager cannot resolve the grievance/complaint within three (3) calendar days, then the written grievance/complaint will be submitted to the Chief Operating Officer for resolution;
- H. The Chief Operating Officer will take action to resolve all forwarded grievances/complaints promptly and fairly;
- I. If the grievance/complaint cannot be resolved, the Chief Operating Officer will forward the written grievance/complaint, inclusive of an explanation to FL-DOH;
- J. All grievance/complaint documentation shall be kept in a secured central file; and
- K. All programmatic grievance/complaints, resolved and unresolved, shall be brought before the Quality Improvement Team (QIT) for review and evaluation for future planning.
- L. Employee grievance/complaints will be brought before the Chief Operating Officer and not the Compliance Team, unless the Chief Operating Officer deems it would benefit the performance improvement process of the agency.

During quality, annual review, all analysis of trends to identify opportunities for improvement.

Specific Prohibitions Regarding the Processing and Handling of Grievance/Complaints

The employees shall not discourage, intimidate, harass, or seek retribution against patients/participants who try to exercise their rights or file a grievance; or restrict, discourage, or interfere with patient/participant communication with an attorney or with FL-DOH for the purposes of filing a grievance/complaint.

Documentation and Annual Review

All grievances and appeals are maintained in a log/record. The QIT will review programmatic complaints at each meeting to monitor for trends or patterns that will assist in identification of changes or other areas for performance improvement. For clarification, the QIT does not review seclusion because SCARF does not use seclusion procedures and does not restrict the rights of patients/participants.

Important Numbers for Grievance

Serving Children and Reaching Families, LLC (321) 236-1540 Office
Contact Person: Maria Lawrence, Chief Operational Officer
Address: 1975 S. John Young Parkway, Suite 203A
Kissimmee, Florida 34741

Florida Department of Children and Families..... (863) 578-1733 Office
Contact Person: Larry C. Helms, Substance Abuse Licensing Specialist
Address: 1055 U.S. Hwy 17 N.
Bartow, Florida 33830