



Florida Client Complaints or Grievances

Cayuga Centers respects its clients' right to make a complaint or file a grievance. Clients do not have to be concerned if they complain or file a grievance when they believe it is appropriate. Doing so will not affect client care nor will clients lose their services. Clients will be provided with this policy at intake and/or upon request.

There will **not** be any retaliation for making a complaint or filing a grievance.

HOW TO MAKE A COMPLAINT OR FILE A GRIEVANCE

Cayuga Centers distinguishes between:

- Complaints
 - Complaints are client issues that can be resolved where services are being provided promptly or by the end of the next business day and involve staff who are present at the time of the complaint.
 - Complaints typically involve minor issues that do not require investigation or peer-review processes.
 - Complaints may be called to Cayuga Centers' CQI Department at 1 (800) 421-2031.
 - Complaints do not require a written response to the client.
- Grievances
 - A formal grievance may be filed preferably in writing, but it may also be done verbally by calling the CQI Department at 1 (800) 421-2031.
 - A formal grievance may be filed if clients feel their complaints have not been resolved or if they have a more serious concern.
 - A formal grievance may be filed about a concern that cannot be or has not been addressed by the end of the next business day.
 - A formal grievance may be filed when it concerns an allegation of a violation of a client's rights or a safety issue.
 - A formal grievance requires a written response to the client.
 - A formal grievance may be filed for a violation of Cayuga Centers *Relationships and Boundaries* policy, which sets forth boundaries with individuals served, which **all** staff must adhere to.



If you have a **COMPLAINT**:

- Complaints must be made within ten (10) days of the incident which caused the complaint.
 - Complaints **not** filed within the established timeframe may be accepted if the CQI Department determines there is an acceptable reason for not filing a complaint timely and approves the exception.
- The complainant should inform the staff member, the supervisor, the Clinic Director, or the CQI Department of the complaint. The complainant is not required, however, to present the complaint to the person being complained about but may bring it to the staff member's supervisor or superiors.
- If the complaint is **not** resolved within twenty-four (24) business hours, tell the staff member's supervisor, or Clinic Director that you wish to file a formal grievance, or Contact the CQI Department's Hotline directly at 1 (800) 421-2031.
 - The General Counsel and Compliance Officer will be notified if the complaint has not been resolved and has resulted in a grievance being submitted.

If you wish to file a formal **GRIEVANCE**:

- Grievances must be filed within one (1) year of the incident which resulted in the grievance.
- Contact Cayuga Centers' CQI Department's Hotline directly at 1 (800) 421-2031 to file a formal grievance or inform a Cayuga Centers supervisor or the Clinic Director that you wish to file a grievance.
- The CQI Department will contact you to acknowledge receipt of the grievance within twenty-four (24) business hours and get the details from you.
- You have the right to contact your designated investigator to follow up with your Grievance to the grievancesandcomplaints@cayugacenters.org email.
- The CQI Department will investigate the grievance. As part of the Grievance process Cayuga Centers will as needed notify the appropriate funder which may include BBHC and United Way of Broward.
- Within thirty (30) business days of receipt of the grievance, the CQI Department will send you a written response that includes the actions taken to investigate the grievance, the results of those actions, and your right to appeal the grievance to Cayuga Centers' CEO if you are not satisfied with the resolution. You have the right to appeal the resolution within five (5) business days of receipt of the resolution.
- If you appeal to the CEO, the CEO will send you a written response within seven (7) business days.
- If you are **not** satisfied with the CEO's resolution, you will be offered an opportunity to appeal to the appropriate contractual agency/funding source (e.g. The Children's Trust, BBHC and United Way of Broward etc.) and given its contact information.



Anonymous Complaints

- Cayuga Centers respects anonymous complaints received in its Suggestion Boxes or on its CQI Department Hotline but does not prefer them since further information about the complaint may not be available.
- The Suggestion Boxes are accessed by the CQI Department on a bi-weekly basis.
- Anonymous complaints by Hotline or Suggestion Box will be handled by the CQI Department if they involve a violation of law or client's rights or a safety concern.
- Any other anonymous complaints will be sent to the appropriate clinic or department for consideration.

Critical Incidents (CI)

- Any complaints received that indicated potential immediate and/or imminent danger, harm, abuse, neglect, media involvement or any potentially high-risk incident will be reported immediately to the CQI Department.
- As indicated, based on the nature and information obtained, the CQI Department will notify appropriate authorities which may include calling in a report to the Florida Abuse Hotline, notifying local law enforcement, contacting 911 emergency services, and any other reports required by law.

Grievance Log

- Program Supervisors shall maintain a Grievance log updated annually. Funders are allowed to review Grievance logs in contract validations.
- Program Supervisors shall notify funders of any grievance related to services provided under their contracts, as per contractual requirements.
- If at any time during this process you feel your rights and needs are not being met, a formal complaint of discrimination may be filed with the following:
 - **DCF Office of Civil Rights**
 - 2415 North Monroe Street Suite 400 Tallahassee, Florida 32303-4190
 - (850) 487-1901
 - **United States Department of Health and Human Services (HHS)**
 - Office for Civil Rights, 200 Independence Avenue, S.W. - Washington, D.C. 20201
 - 1-800-368-1019 TDD: 1-800-537-7697