

1.0 PURPOSE

This policy establishes the guidelines in addressing a grievance against SFBHN.

2.0 SCOPE

The policy applies to any member of the public, including contracted network providers and consumers, filing a grievance against SFBHN.

3.0 POLICY

SFBHN values the concerns of the grievant and offers a policy by which to express and resolve those issues and concerns, including the option to formally file a grievance. The following procedure applies. The Grievance Form is recommended for use in tracking information and follow-up.

1. All grievances should be filed within thirty (30) days of the incident. Grievances filed after thirty (30) days of the incident will be excepted if the Vice President (VP) of Continuous Quality Improvement (CQI) determines there is an acceptable reason for not filing the grievance in a timely fashion.
2. Upon receipt of the grievance, CQI staff will contact the grievant within five (5) working days of receiving the grievance to obtain follow-up information and, if applicable, schedule a meeting with the grievant.
3. After obtaining information from the grievant, a fact finding investigation will be conducted including interviewing of individuals with relevant information related to the grievance and review of pertinent documentation.
4. If the issues can be resolved after review and fact finding, the grievance will be concluded by mutual consent. This information will be sent by a certified letter to the grievant with a written report, if applicable.
5. Documentation of the resolution will be kept on file with the grievance for a period of seven (7) years.
6. If a resolution cannot be achieved, the case will be referred to the Executive Director of SFBHN who will review the facts and render a decision within five (5) working days of the receipt of the materials and, subsequently send to the grievant.
 7. If the grievant is not satisfied with the decision rendered, the grievant can submit that in writing along with a summary of the meeting, which will be forwarded by the Executive Director to the Executive Committee level within five (5) working days for a final determination.
8. The Executive Committee will review the materials provided within five (5) working days of receiving notice from the Executive Director, and provide a formal response back to the grievant within five (5) days after their resolution or upholding the recommendations of the Executive Director. This information will be sent by a certified letter to the grievant and a copy of the final determination will be placed in the grievant's file along with the grievance.
 9. Documentation of the resolution will be kept on file with the grievance for a period of seven (7) years.
10. As part of the final resolution documentation, the grievant will be informed of his/her right to appeal to DCF.

11. Allegations of abuse should be immediately reported as appropriate to the abuse hotline at (1 800 96 ABUSE).

Policy #: CQI

Effective:05-11-17

Page #: 3 of 3

Subject: Grievance Policy

4.0 REVISION HISTORY

Date	Revision #	Description of Change
07/27/11	1.0	Initial creation.
05/11/17	1.1	Revised to specify grievances against SFBHN.

5.0 INQUIRIES

Direct inquiries about this policy to:

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