

**Adult Day Training/Vocational Services/Transportation
Operational Procedures**

Index:
Revised: 1/25

Section: Civil Rights

Grievance Procedure - Receipt from Individual Served / Family

Purpose: To ensure a procedure that allows all individuals served, families, guardians, providers a way to address any concerns or grievances they may have within any area of services.

Procedure: If you feel that you have been treated unfairly or disagree with any element of your program at Easterseals, you should contact your Instructor, Lead Instructor, ADT Supervisor or the Assistant Center Director. You can make contact verbally or in writing. It is important to contact someone immediately (or at least within two (2) weeks of the occurrence). A copy of all complaints will be kept in the Center Director’s office.

If you feel more comfortable discussing your concerns with your family or Support Coordinator, they can assist you and participate in the problem-solving process with your Instructor, Lead Instructor, or the Assistant Center Director.

You may also report your concerns anonymously by calling the Easterseals Privacy Officer at 561-422-9568 ext. 19529.

Resolution- A meeting with the ADT Supervisor or Assistant Center Director will be scheduled to discuss and resolve the problem. You may invite anyone you wish to attend this meeting with you. Assistant Center Director or ADT Supervisor will respond to your problem verbally and in writing within five (5) days. A copy of the written response will be kept in the Center Director’s office.

Appeals- If the Assistant Center Director or ADT Supervisor is unable to solve your grievance, the next step in the process is to meet with the Center Director. You may invite anyone you wish to attend this meeting with you. The Center Director will respond to your problem verbally and in writing within five (5) days. If there is still no resolution, your grievance will be heard by the Associate Vice President or Vice President of Programs or Chief Program Officer and within ten days, will make the final decision.

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I have read (or have had someone read to me) and understand the procedure that is in place to resolve any concern or grievance I may have with Easterseals Adult Day Training/Vocational Program/Transportation

I also understand that Easterseals Florida does not allow any form of retaliation (negative actions, ignoring, disrespect, termination) against employees/individuals served who file a grievance or who participate in an investigation.

Individual Served Name

Date

Parent/Guardian

Date