



## Client Grievance Procedure

It is the intent of the Children's Forum to provide services in an equitable manner and with respect for all due rights of its program and service consumers. From time to time, however, there may be instances when a consumer feels he/she has received unsatisfactory services. If and when this occurs, the Forum seeks to address the complaint or grievance in a responsive and impartial manner and to strive for a fair resolution. Following is the agency's procedure for addressing client grievances:

- A. **Occurrence.** At any time a client has a grievance (i.e., feels his/her rights as a client have been denied or abused), he/she is encouraged to:

**Make the complaint known to the Client Rights Officer in writing:**

Tamela Nelloms, Human Resources Coordinator/Client Rights Officer  
Children's Forum, Inc.  
2807 Remington Green Circle  
Tallahassee, FL 32308  
[tnelloms@thechildrensforum.com](mailto:tnelloms@thechildrensforum.com)  
(850) 681-7002  
Available during business hours, Monday - Friday

The Client Rights Officer is responsible for assisting the client in filing a grievance and investigating the grievance on behalf of the client. The grievance must be dated and signed by the client or other individual filing the grievance on behalf of the client. If the Client Rights Officer is not available or is the subject of the grievance, the alternative person designated to assist the client with his/her grievance is:

Phyllis Kalifeh, President/CEO  
Children's Forum, Inc.  
2807 Remington Green Circle  
Tallahassee, FL 32308  
[pkalifeh@thechildrensforum.com](mailto:pkalifeh@thechildrensforum.com)  
(850) 681-7002  
Available during business hours, Monday - Friday

- B. **Forum Employees.** All Forum staff members have a continuing responsibility to immediately advise any client or other person who is expressing a concern, complaint, or grievance of the availability of the Client Rights Officer and the complainant's right to file a grievance.

### **C. Steps in the Grievance Procedure**

1. A client may file a grievance at any time regardless of how long removed from the occurrence of the actions which provoked the grievance; however, clients are encouraged to make grievances known as promptly as possible to facilitate a higher probability of satisfactory investigation and resolution.
2. After a grievance has been filed with the Client Rights Officer, the time period for resolution of the grievance shall not exceed twenty (20) business days from the date of filing the grievance. Any extenuating circumstances indicating need for extension will be documented in the client file and written notification given to the client.
3. After the Client Rights Officer investigates the grievance by gathering facts and speaking with all parties involved, the Officer and the client will attempt to reach a resolution satisfactory to the client.
4. If a resolution satisfactory to the client is not reached, the client may request a hearing before the Forum Board of Directors. At the hearing, a representative group of the Board members will review pertinent information and hear from the parties involved. The members will present their judgment concerning the grievance in writing to the client, the Client Rights Officer, and other involved parties. At this time, the grievance is resolved at the agency level.
5. If the client remains dissatisfied, he/she may seek legal counsel.

### **D. Posting and Distribution**

The grievance procedure will be posted on the Forum's website, and a written copy given to each complainant upon request.

Reviewed/approved by Board Action: <<date pending >>