



Grievance Procedure

Families Connect Inc. values your input and hopes to have 100% client satisfaction with our services. We strive to provide excellent customer service and hope our clients feel they are our priority. However, if you feel less than satisfied and wish to file a grievance, you may do so at any time.

Families Connect Inc. highly recommends you try and resolve your concern or complaint directly with the staff member. If you have not been able to resolve the issue directly with you're the staff member, or you aren't comfortable doing this, you can contact the Quality Management Department by contacting the Chief Operations Office, Jennifer Brown:

Phone: (813) 290-8560

Email: jbrown@familiesfirstfl.com

You may also ask any Families Connect Inc. employee for a Grievance Form and submit the completed form to Jennifer Brown at jbrown@familiesfirstfl.com. A copy of the form is kept at each front desk for your convenience.

It is the policy of Families Connect Inc. to resolve all concerns as quickly as possible. The normal timeframe is 7 business days from the initial day the complaint was received. Families Connect Inc. will provide you, in writing, with any decision made about the complaint.

If you are not happy with the outcome, you may request another review of the complaint to be completed by the President or Chief Executive Officer. The decision of the Chief Executive Officer is considered final.

If you feel FCI has not been able to resolve your grievance, you may contact the pertinent number below:

Disability Rights of Florida:	1-800-342-0823
Florida Abuse Hotline:	1-800-96-ABUSE (22873)
DCF Substance Abuse & Mental Health	1-850-691-0581
DCF SAMH Regional:	1-850-344-0150
NWF Health Network:	1-850-410-1020