



Federation of Families, Miami-Dade Chapter Inc.

Participant Grievance Policy

It is the policy of the Federation of Families, Miami-Dade Chapter Inc. (FOF) to provide support, education and guidance to all individuals without discrimination on the basis of race, creed, color, age, gender, sexual orientation, religion, ancestry, national origin, physical or mental handicap, immigrant status, political affiliation or belief.

Any member or participant of FOF and/or the Youth & Family Center, has the right to file a grievance if they feel they have been treated unfairly in any way. They will suffer no repercussions in participation and services as a result of filing a grievance. All grievances will be addressed in a confidential manner.

At any time, a participant may contact the U.S. Department of Justice - Civil Rights Division, 950 Pennsylvania Avenue, N.W., Office of the Assistant Attorney General Main, Washington, D.C. 20530 Telephone Number for the General Public (202) 514-4609.

To file a grievance or recommendation, please contact the Programs and Operations Manager or Executive Director of FOF and proceed to do the following:

- 1** – Complete in writing a Participant Complaint Form. If assistance is needed to complete the form, ask for assistance from one of FOF's upper management.
- 2** – Submit the written grievance by mail or in person to the Federation of Families' Programs and Operations Manager or Executive Director and a meeting with the Executive Director will be scheduled within 5 working days for resolution of the grievance.
- 3** – If a resolution has not been reached within 10 working days of the meeting with the Executive Director, the grievance will be referred to the Board of Directors of the Federation of Families. The FOF board will review and mediate the grievance to provide the participant with a formal letter of resolution.

Deliver or mail grievance to:
Federation of Families, Miami-Dade Chapter Inc.
111 NW 183rd Street, #110
Miami Gardens, FL 33169

PROG Policy

Drafted: July 1, 2012

Approved by Board of Directors: 2019

Revised: May 13, 2019