

# GRIEVANCE POLICY AND PROCEDURES

The Early Learning Coalition of Miami-Dade/Monroe has established a grievance policy and procedures designed to provide prompt and orderly resolution of complaints or disputes arising in the course of conducting business with, receiving services from, and/or providing services to the Coalition. Any party has the right to present their grievance to the Coalition within thirty (30) days of an occurrence, or within thirty (30) days of a party having reasonable knowledge of said matter.

Grievance(s) must be submitted in written form (electronic or mail) to the following address:

Leeana Pena  
Early Learning Coalition of Miami-Dade/Monroe  
2555 Ponce de Leon Blvd., Suite 500  
Coral Gables, FL 33134  
lpena@elcmdm.org

A written acknowledgement of the grievance will be provided within seven (7) business days of receipt. Should the Coalition require additional time to review the matter, the party shall be advised in writing within the initial seven (7) day period.

Complaints and disputes may be resolved during this initial contact and thus would not require further action. An earnest effort is to be made by all parties involved to resolve matters within thirty (30) days. A written resolution will be submitted by the client services manager within ten (10) business days of resolution.

In the event the party is not satisfied with the outcome provided by the client services manager on behalf of the Coalition, they must identify in writing the specific unresolved issue(s) and the resolution being sought within thirty (30) days of the response and address it to:

Provider Services Committee  
Early Learning Coalition of Miami-Dade/Monroe  
2555 Ponce de Leon Blvd., Suite 500  
Coral Gables, FL 33134

A written acknowledgement of the grievance will be provided within seven (7) business days of receipt. Should the Provider Services Committee require additional time to review the matter, the party shall be advised in writing within the initial seven (7) day period.

If the Provider Services Committee is unable to resolve the matter, or a potential resolution requires action by the board of directors of the Early Learning Coalition of Miami-Dade/Monroe, the grievance shall be presented for resolution before the full board by the chairperson of the Provider Services Committee on behalf of all involved parties. The result will be the final outcome on behalf of the Coalition unless otherwise stated by Florida law.

In the event the party is not satisfied with the outcome provided by the Provider Services Committee and/or the Coalition's board of directors, they may seek legal remedies as afforded under the laws of the state of Florida.

2555 Ponce de Leon Blvd., Suite 500, Coral Gables, FL 33134  
Tel: (305) 646-7220 Fax: (305) 447-1608  
[www.elcmdm.org](http://www.elcmdm.org)



# NOTICE OF GRIEVANCE & REQUEST FOR REVIEW

NAME

BUSINESS NAME

DCF LICENSE NO.

ADDRESS

PHONE

FAX

EMAIL

DATE OF INCIDENT/DISPUTE \_\_\_\_\_

**CATEGORY OF GRIEVANCE/COMPLAINT/DISPUTE (CHECK ALL THAT APPLY)**

- Contract Agency (CDS in Miami-Dade, Wesley House in Monroe)  Other Agency
- Payment Dispute  Licensing Issue  Membership  Resources
- Parent/Client Dispute  Mentoring  Professional Development
- Other (please explain) \_\_\_\_\_

**STAGE**

- Initial Review  Provider Services Committee Review  ELC Board of Directors Review
- Other

Describe in detail the nature of your grievance/complaint/dispute and describe the resolution you are seeking (attach supporting documents and an additional statement if necessary):

INTERNAL USE ONLY	Grievance No.	Disposition (date)	Comments
	Assignment/Routing		
	<input type="checkbox"/> Coalition Staff	<input type="checkbox"/> Resolved without intervention	
	<input type="checkbox"/> Contract Agency	<input type="checkbox"/> Resolved by CSM	
	<input type="checkbox"/> Other Gov't. Agency	<input type="checkbox"/> Resolved by Contract Agency	
	<input type="checkbox"/> PSC	<input type="checkbox"/> Referred to PSC	
	<input type="checkbox"/> Coalition BOD		
	<input type="checkbox"/> Other		

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