

## REPORTING GRIEVANCES

FoundArt Inc. has enabled its staff and its clients to raise and if possible resolve any differences pertaining to Applied Behavioral services.

The procedures for these complaints and grievances will be as follows:

1. Upon assignment of a case each behavioral service consumer will have this grievance policy explained to them.
2. In the event of a complaint the behavioral service consumer or their representative may present their concerns to the provider.
3. A copy of the complaint can be recorded by the behavioral service consumer or their representative with the nature of the complaint or grievance and is to be forwarded to the provider.
4. If the complaint or grievance involves abuse, neglect, or exploitation, the direct care provider must notify the proper state agency to investigate and address the issue directly.
5. At the time a complaint or grievance is filed, the provider will:
  - a. Investigate and conduct an interviews.
  - b. The provider will document results of all interviews and formal mediated discussions between the grievant and those individuals involved.
  - c. Investigation will be completed and grievance resolved within 30 working days from the date filed.
6. Documentation of each grievance and its resolution will be placed in the individual's consumer file for permanent record.
7. The log record will include the date, name, and nature of the complaint and final disposition of issue.

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Phone: (305) 406-3689

Website: [www.foundartacademy.org](http://www.foundartacademy.org)

<b>GRIEVANCE LOG</b>			
Name:		Date:	
Behavior Assistant:		Relationship to the Client:	

Description:

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Grievant Signature

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Provider Signature