



Children & Families First Consumer Grievance/Complaint Procedures

Children & Families First makes every effort to act in the best interest of our consumers. If a consumer has a concern, a complaint, or wants to appeal a decision, the Complaint and Appeal Procedure is as follows: *Note: Programs which have their own specific consumer grievance procedures will follow their program's consumer grievance procedures*

1. The consumer is encouraged to first express any feedback about the service directly to their worker.
2. In some instances, the consumer and the direct worker are unable to resolve the complaint, or the consumer may wish to bypass the worker for some reason. Then the consumer is instructed to submit their grievance/complaint in writing to the supervisor, program manager or director.
3. Once the written complaint is received by the worker's supervisor, program manager or director, the supervisory staff member responds in writing to the complaint in a timely manner, no more than 15 days from receipt of the written complaint.
4. If the matter remains unresolved, the consumer may request further review by the Chief Executive Officer (CEO). The CEO reviews the complaint and makes a final determination in writing within 15 days from receipt.

Any complaint/grievance above the direct worker level will be reported to the Performance and Quality Improvement (PQI) coordinator with the PQI quarterly report.

If the services are paid for by another organization, the consumer may also have the right to appeal through that organization. The agency will inform the consumer of the name and contact information of the other organization that paid for the services if they wish to appeal through the other organization.

Privacy Rights:

Consumers also have the right to complain to Children & Families First or to the U. S. Department of Health and Human Services Office of Civil Rights, HIPAA Privacy Rule Complaint if the consumer believes their privacy rights have been violated. Complaints filed with Children & Families First should be directed to the Children & Families First Privacy Officer/Coordinator at the contact below.

For more information, contact the Privacy Officer/Chief Strategy Officer at (302) 777-9764 or Kirsten.olson@cffde.org.