



Grievance Procedure

Families First of Florida 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 First of Florida 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 either calling (407) 616-3065 or emailing the Director of Quality Assurance, Lindsay Simpson at lsimpson@familiesfirstfl.com.

You may also ask any Families First of Florida employee for a Grievance Form and submit the completed form to Lindsay Simpson at lsimpson@familiesfirstfl.com. A copy of the form is kept at each front desk for your convenience.

It is the policy of Families First of Florida to resolve all concerns as quickly as possible. The normal timeframe is 7 business days from the initial day the complaint was received. Families First of Florida will provide you, in writing, 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.