

FAMILY RESOURCE CENTER OF SOUTH FLORIDA, INC

GRIEVANCE PHONE NUMBERS

If a client and/or staff member is dissatisfied or has a grievance they have the right to contact, voice or write a letter of complaint to any of the agencies listed below. They may also question or voice concerns about services, treatment, procedures, rights and policies by calling any of the following agencies:

- **Family Resource Center's Directors:**
Executive Director - 786-236-0573
Chief Financial Officer - 305-546-9260
Director of Human Resources & Compliance - 786-510-2345
Director of Full Case Management - 786-999-4173
Clinical Director - 786-868-5301
- DCF Abuse Registry Hot Line I-800-96ABUSE 1-800-962-2873
- Florida Disability Rights Hotline (800) 342-0823,
- Department of Children & Family Services Office (850) 778-4079
- HIPAA Privacy Officer/Corporate Compliance Officer (954) 695-6847.
- The U.S. Department of Health and Human Services at for privacy or breach of confidentiality (HIPAA):
The U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
Toll Free: 1-877-696-6775
- **The Joint Commission:**
Report on a Safety Event about a Health Care Organization
Report online: jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/
Mail to:
Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
- **Office of Inspector General**
2415 North Monroe Street Suite 400-1
Tallahassee, FL 32303-4190
Internal and Single Audit
(850) 488-8722
E-mail: single.audit@myflfamilies.com
- **Appeal Hearings**
(850) 488-1429
E-mail: appeal.hearings@myflfamilies.com
- **Investigations**
(850) 488-1225
E-mail: IG.complaints@myflfamilies.com

All clients & staff will be afforded the opportunity to contact any above agency including the Abuse Registry Hot Line without the fear of retaliation. No staff and/or person will be penalized for filing a claim and/or grievance. All clients have been given a copy of the "Grievance Procedure" in their Welcome Packet.