



Early Learning Coalition of Southwest Florida Policy

220.4 Complaint and Dispute Resolution

Revision Date: 5/6/2016
Board Approval Date: 5/25/2016
Effective Date: 5/25/2016

POLICY:

The Coalition shall record and initiate a review of all complaints received from parents, providers, other professional staff, and the public.

Complaints of child abuse and neglect or complaints which pose an immediate health and/or safety risk will be reported within the hour to the Florida Abuse Hotline 1-800-96 Abuse and the licensing authority by telephone or fax.

Complaints other than those specifying abuse, neglect, or licensing violations will be referred to the appropriate Coalition staff, designee, or outside agency for technical assistance, dependent on the nature of the complaint. Complaints shall be addressed in accordance with the Coalition's Procedures.

A record of substantiated complaints other than those specifying abuse, neglect, or licensing violations will be maintained by the Coalition and shall be made available to the public on request in conformance with the federal regulation 45 CFR 98.32 and the Coalition's confidential requirements in releasing client or provider information.

Citation History: 1002.51-79, F.S.; 1002.81-97, F.S.; 45 CFR 98.32; 1002.91 F.S.

Associated Documents: ELCSWFL Coalition SR Plan; Coalition Policies; 220.11 "Reporting Abuse and Neglect"; 220.7 "Intentional Program Violations"; 220.6."Coalition Appeals and Hearings", Anti-Fraud Plan.