



Notice to Individuals about Disability Rights Florida Grievance Procedure

Disability Rights Florida (DRF) cannot represent every person who contacts us. We may give you general information, referrals or self-advocacy materials. Representation depends on factors such as the merits of a case, ability to advocate for yourself, other advocacy sources, and the priorities of DRF.

DRF attorneys are ethically responsible for making sure they have enough time and resources to serve their current clients and handle their current caseloads. This means that DRF must sometimes turn away people who may otherwise be eligible for our services.

How to File a Grievance

You may file a grievance if:

- You asked for help from Disability Rights Florida but were told you could not get help;
- You currently are getting help from Disability Rights Florida but are unhappy with the help;
or
- The help you were receiving ended and Disability Rights Florida denied further help.

Step 1 Informal Process: Discuss the Concern with the Disability Rights Florida Deputy Director

DRF encourages you to work out your concern in an informal manner. You may seek to discuss the matter with the employee. If a resolution with the employee is not satisfactory, you may

discuss the issues with the Deputy Director. If you are not satisfied with the discussion with the Deputy Director, you may escalate your disagreement with our decision to a formal grievance through step two.

To discuss your disagreement with the Deputy Director:

- **Via e-mail**
resolutions@disabilityrightsflorida.org
- **Via phone**
(800) 342-0823

To file a formal grievance, you may do the following:

Step 2: Disability Rights Florida Executive Director

You may file a grievance with Disability Rights Florida's Executive Director within 30 days of when Disability Rights Florida made the decision you do not like.

You may file a grievance using the attached form, by writing your grievance on another piece of paper, or by calling Disability Rights Florida for assistance in preparing your grievance.

Send your grievance:

- **Via mail**
Executive Director
Disability Rights Florida
2473 Care Drive, Suite 200
Tallahassee, FL 32308
- **Via fax**
(850) 488-8640
- **Via e-mail**
executivedirector@disabilityrightsflorida.org

- **Via phone**
(800) 342-0823

The Executive Director will review your grievance and give you a written decision within 30 days unless the Executive Director tells you that he/she needs more time.

Step 3: Disability Rights Florida Board of Directors

If you disagree with the Executive Director's decision, you may request a review by Disability Rights Florida's Board Grievance Committee within 30 days of the Executive Director's decision.

You may request a review by using the attached form, by writing your request on another piece of paper, or by calling Disability Rights Florida for assistance in preparing your grievance.

Send your request:

- **Via mail**
Grievance Committee of the Board of Directors
Disability Rights Florida
2473 Care Drive, Suite 200
Tallahassee, FL 32308
- **Via fax**
(850) 488-8640
- **Via e-mail**
clientgrievancecommittee@disabilityrightsflorida.org
- **Via phone**
(800) 342-0823

The Board Client Grievance Committee will review your request and issue a written decision within 30 days unless the Client Grievance Committee Chair tells you that he/she needs more time. The Grievance Committee's decision is Disability Rights Florida's final decision.

Client Grievance Form

To file a grievance, you may use this form or write your grievance on another piece of paper. You may also send us a fax at (850) 488-8640 or send an email to executivedirector@disabilityrightsflorida.org If you are unable to commit your grievance to writing and need an accommodation you may call (800) 342-0823 and ask a Disability Rights Florida staff person to assist you in writing your grievance.

Your name: _____

Your address: _____

Your daytime telephone number: _____

Your e-mail: _____

If you are helping someone file a grievance, their name: _____

Please explain why you are filing a grievance:

What do you want Disability Rights Florida to do differently?
