Grievance Procedure

Therapy is often stressful due to the emotional issues addressed. It may also be difficult when so many persons and different personalities are involved. We try to work as a team and be helpful. However, there may be times when you have a problem with how you are treated. If you have a problem with any of the services you are receiving, a complaint about our privacy procedures, civil rights discrimination, or if you have a problem with what a particular co-group member is doing or a therapist is doing, we ask you to follow these procedures:

1. **Person.** First, talk with the relevant person or therapist in private about your concerns. It is helpful to be as specific as you can. For example "I have a problem. When you do ________, I feel ________, because ___________. What do you think we can do about this?"

2. **Group.** If this does not seem to help and you still have concerns:
   - bring it up during your group therapy session and ask for input from others and find a way to problem solve together about your concern.
   - try to agree on a solution and have everyone try out the agreement.
   - the group should set a time (2-3 weeks) to re-evaluate how your concerns are being addressed. If re-evaluation is not set at the time of problem solving or is overlooked when the time to re-evaluate is due, please remind them!

3. **Supervisor.** If your concerns are not then addressed, you may make a request that your therapists bring up your concerns in supervision with their supervisor and supervisory group.

4. **FLP Team Meeting.** The whole FLP team meets weekly on Tuesdays at 12-2PM. You may talk with your case manager (a person assigned to your family to coordinate services) and request the case manager to make requests, or bring your concerns to the team.

5. **Administration.** If your needs are still not addressed, you are welcome to call and talk with the:
   - Associate Director of the Family Learning Program - 321.604.5898 or
   - Director of the FLP – call 321.674.8104

6. **Dean - School of Psychology.** If you are not satisfied, you may make a written complaint to:
   - Dr. Mary Beth Kenkel
   - Dean of the School of Psychology
   - Florida Institute of Technology
   - 150 W. University Blvd.
   - Melbourne, FL 32901

7. **State Contract Manager.** The Family Learning Program has a contract with The State of Florida, Children’s Medical Services and you may bring a written complaint of your concerns to our SATP contact manager:
   - Claudia Kassack, M.S.
   - Contract Manager/Program Liaison, Child Protection Unit
   - Children's Medical Services
   - Florida Department of Health
   - 4025 Esplanade Way, Suite 345-G
   - Tallahassee, Florida 32399-1707
Phone: 850-245-4444, Ext. 2460  
Fax: 850-414-7350

8. **U.S. Government.** If you have a concern regarding privacy practices only, and you feel your needs were not addressed; you may send a written complaint to the United States Secretary of the Department of Health and Human Services.

*You will not be retaliated against for filing a complaint.* We will periodically ask for your feedback, as we want to give you the highest quality service we can. Please have patience and give us time to address your concerns.