



**Community Counseling Center
of Central Florida, LLC**

3544 Edgewater Drive, Orlando, FL 32804

P.O. Box 161585

Altamonte Springs, FL 32716-1585

W. 407.291.8009

F. 407.770.5503

www.ccccf.org

2024 GRIEVANCE PROCEDURE

IF YOU, AS A CLIENT, FAMILY MEMBER, OR VISITOR OF COMMUNITY COUNSELING CENTER OF CENTRAL FLORIDA LLC, HAVE A GRIEVANCE CONCERNING CCCCCF STAFF OR SERVICES, PLEASE FILL OUT A GRIEVANCE FORM WHICH IS LOCATED IN THE CLINIC AND ON OUR WEBSITE. PLEASE FEEL FREE TO ASK FOR ASSISTANCE IN COMPLETING THE FORM.

ONCE COMPLETED, PLEASE FEEL FREE TO PLACE THE GRIEVANCE FORM IN A SEALED ENVELOPE AND GIVE TO ANY STAFF MEMBER. YOU MAY ALSO MAIL, EMAIL, OR FAX US THE FORM.

IT IS IMPORTANT TO COMPLETE A GRIEVANCE FORM AS SOON AS POSSIBLE FOLLOWING THE EVENT CAUSING THE GRIEVANCE.

ONCE COMPLETED, THE GRIEVANCE WILL BE REVIEWED BY DR. CORRIE KINDYL, CEO OF THE AGENCY AND SHE WILL BE THE ONE RESPONSIBLE TO RESOLVE THE GRIEVANCE.

IT IS OUR INTENT TO RESOLVE THE ISSUE TO YOUR SATISFACTION. IF YOU ARE NOT SATISFIED WITH THE ACTIONS TAKEN YOU MAY REQUEST A FORMAL HEARING EITHER THROUGH DR. KINDYL.

IF YOU REMAIN DISSATISFIED, IT IS YOUR RIGHT TO CONTACT THE FLORIDA LOCAL ADVOCACY COUNCIL AT 1-800-342-0825.