



Outreach and Community Programming Division

Summer Camp Scholarship Program

IV. GRIEVANCE, COMPLAINTS, AND APPEALS PROCESS

Applicant Complaints

1. Complaints received in writing regarding Providers are to be brought to the attention of the Program Coordinator. The Program Coordinator will review the complaint and initiate an investigation within **three business days** from the date the written complaint was received.
2. During the investigation, the Program Coordinator will:
 - a. Contact the appropriate Director of the summer camp Provider regarding the complaint and inform him/her of said complaint;
 - b. Depending on the nature of the complaint, contact other appropriate agencies such as:
 - i. Law Enforcement
 - ii. DCF
 - iii. Palm Beach County Health Department
 - iv. Office of the Inspector General (OIG)
 - v. Any other agencies deemed appropriate
 - c. Interview witnesses (if applicable)
3. Make a determination to resolve the issue in writing within **10 business days** of initiating the investigation and may include a Corrective Action recommendation(s). Corrective Action must be implemented within **five business days** of Provider receiving written notification.
 - a. Failure to correct the deficiencies may result in the following:
 - i. Campers who received a Summer Camp scholarship will be removed from the site.
 - ii. The site may not be eligible to participate as a Provider for the remainder of the summer.
 - iii. Provider may need to reimburse payments received for camper in question, or non-payment of scholarships, as deemed appropriate.
 - iv. Any other corrective action deemed appropriate.
 - v. Termination as a Provider (if violating application stipulations). If directed to terminate services, Provider will have to reimburse FOYS as deemed appropriate. Campers in that camp may be placed in other camps, based on availability.

Provider Complaints

1. Complaints received in writing from Providers, are to be brought to the attention of the Program Coordinator to respond within **three business days**. If Provider is dissatisfied with the outcome of the complaint, Provider must route their complaint to the Senior Program Specialist.
2. Senior Program Specialist will review complaint submitted and a written or verbal response will be issued within **10 business days** of receipt.

APPEALS:

There are two levels of appeal for eligibility determination and approval process. An appeal must be requested in writing within the SCSP database within the timeframes established. Upon receipt of a request to appeal, a review, and determination shall take place as follows:

Eligibility Determination appeal:

1. Upon receipt of a written appeal on the SCSP Database, the Program Coordinator will contact the Applicant within **five business days**. The Program Coordinator will discuss the appeal with parent/guardian to try to resolve the issue.
2. If the matter is not resolved, the Applicant may request a meeting with the Senior Program Specialist. The Senior Program Specialist may attempt to resolve the matter via telephone contact, virtual meeting, or face-to-face meeting, which will be scheduled within **five business days** of the request, dependent on Senior Program Specialist's availability. Applicant must send a written request identifying the nature of the disagreement and the outcome desired.
3. Unresolved appeals may be directed to OCP Director, as appropriate.

Approval Process appeal:

1. Upon receipt of a written appeal on the SCSP Database, the Program Coordinator will contact the Provider within **five business days**. The Program Coordinator will discuss the appeal with Provider to try to resolve the issue.
2. If the matter is not resolved, the Provider may request a meeting with the Senior Program Specialist. The Senior Program Specialist may attempt to resolve the matter via telephone contact, virtual meeting, or face-to-face meeting, which will be scheduled within **five business days** of the request, dependent on Senior Program Specialist's availability. Provider must send a written request identifying the nature of the disagreement and the outcome desired.

NOTE: *The Appeal Process is not applicable when a camper is denied a scholarship because Summer Camp Scholarship funds have been exhausted.*