



## **Complaints Procedure**

### How to make a complaint

Anyone who feels that they have been discriminated against because of race, color or national origin should file a complaint based on the company's Article VI by completing and returning the VI form to the company. Complaints can also be made by phone at (954) 789-2601, extension 107 or online at [www.bcckids.org](http://www.bcckids.org). In order for Broward Children's Center to investigate a complaint received, it must not exceed 180 days from the incident. Broward Children's Center will investigate only completed complaints. For the complaint to be complete, the person making it must at least include their name, phone number, date of the incident, and provide details about what happened.

Once we receive the complaint, Broward Children's Center will review the case to determine if their office has jurisdiction over it. The person who filed the complaint will receive a letter to let them know if our office is investigating the case.

Broward Children's Center has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Broward Children's Center may contact the person who filed the complaint. The person filing the complaint has ten (10) working days to send the requested information to the person investigating the case. If the complainant does not contact the investigator or does not receive the required information within ten (10) business days, Broward Children's Center may close the case administratively. The case may also be closed administratively if the complainant does not successfully pursue the case.

After the investigator has reviewed the complaint, he will send one of two letters to the person who filed the complaint: a letter to close the case or a letter with the outcome of the case. The closure letter includes a summary of all allegations and states that there has been no violation of Article VI and therefore the case is closed. The LOF letter summarizes all allegations and interviews conducted regarding the incident, and explains any disciplinary action, additional training of the staff member, or any other action they may decide to take. If the person who filed the complaint wants to appeal this decision, he has seven (7) days to do so from the time he received the LOF letter.

The complaint procedure and form will be available to the public on the Broward Children's Center website at [www.bcckids.org](http://www.bcckids.org). If you need information in another language, contact David Williams, Director of Operations at (954) 789-2601.