



Formal Grievance Procedure

Confidentiality of Proceedings

1. All information, notes, reports, transcripts, and any other documentation of any kind that are generated or received during the course of a grievance investigation, including the compliance committee meetings, and appeal hearings, shall be kept confidential by FARR.
2. The respondent is entitled to a full and complete copy of the following:
 - A. Compliant; (Subject of compliant / grievance; Identity of complainant / grievant will remain confidential).
 - B. Investigative summary.
 - C. Compliance Committee's Recommendations.
 - D. FARR Executive Board Recommendations.
3. The complainant is entitled to a full and complete copy of the following:
 - A. Compliance Committee's Recommendations.
 - B. FARR Executive Board Recommendations.

Oversight and Conflict of Interest

1. In all cases, the Chairman of the FARR Compliance Committee will direct grievance investigations under the supervision of the FARR Executive Director.
2. If a member of the Compliance Committee is a party in a grievance or involved in any way, he or she will be excused from the grievance proceedings.
3. If a member of the FARR Executive Board is a party in a grievance or involved in any way, he or she will be excused from the grievance proceedings.

Sanctions

1. Possible sanctions for the violation of the FARR Code of Ethics or Standards include but are not limited to:
 - A. Written Reprimand: A Written Reprimand with request for Corrective Action and follow-up review.



- B. Summary Suspension: Summary Suspension with request for Corrective Action and follow-up review.
 - C. Revocation.
 - D. Denial of Application for Certification with FARR.
2. The Compliance Committee may consider the applicant's or agency's past history in regard to sanctions and disciplinary actions when determining the appropriate sanctions for the current grievance case.
 3. A third offense, confirmed by the Compliance Committee, in a two-year period will automatically result in an immediate summary suspension and sanctions shall include a suspension or revocation of Certification.

The Formal Grievance Process

It's important to follow the grievance or complaint procedures carefully and to document all pertinent facts, dates and information when filing a report or claim.

Step 1: Filing

A Formal Grievance should be filed within 30 days of when the complainant became aware or suspected the violation of ethics or standards. The Formal Grievance should be documented on the FARR Formal Grievance Form; Verbal grievances will not be acted upon.

Step 2: Submission

The FARR Formal Grievance Form should be submitted to the Operations Administrator of FARR, or if a perceived conflict exists, to the Certification Administrator or Executive Director.

Step 3: Notification of Receipt

Grievant should be notified by email or telephone within 3 business days of the receipt of the grievance.



Step 4: Investigation

Within 30 days of receipt of the written complaint, the appropriate staff will complete an objective investigation of the matter and record the findings in writing.

An extension of no more than 30 days may be granted for investigations that take longer than the initial 30-day timeframe. No member of FARR shall intentionally try to stall, prolong, or delay proceedings.

The complainant /grievant and / or respondent may be requested to appear separately in front of the Compliance Committee. Written notice of the time and date will be sent to the grievant at least 10 days prior to the meeting.

Step 5: Compliance Notice & Compliance Committee Proceedings

NOTIFICATIONS OF NON-COMPLIANCE CONCERNS TO RECOVERY RESIDENCES OPERATORS

MISSION STATEMENT

To expand quality stable housing for individuals in recovery from substance use through standards, certification, and recovery support services.

VISION STATEMENT

Excellence in community-based recovery housing that recognizes long-term sober living as a keystone recovery support in the continuum of care.

COMPLIANCE COMMITTEE

The Compliance Committee is charged with the responsibility to assist Recovery Residences operate within the FARR Standards.



I. CERTIFICATION/OPEARTIONS ADMINISTRATORS

Upon findings of non-compliance a letter outlining the areas of concerns is issued to the Residence Operator. The operator is required to provide FARR with a response and a corrective action plan within 10 days of receipt of notice. Upon receipt of the Residence Operators response and corrective action plan the Operations and/or Certification Administrator(s):

- A. May request supplemental information from the Residence Operator concerning the proposed corrective action plan.
- B. Schedule a closed meeting of the Compliance Committee within thirty (30) days. A closed meeting includes the Compliance Committee and the Operations and/or Certification Administrator(s) only.
- C. The Operations and/or Certification Administrator(s) will Notify the Executive Director and Executive Board of Directors of such issuance and notice of Compliance Committee meeting schedule.
- D. The Operations and/or Certification Administrator(s) presents the information gathered, along with providers response to the committee with a recommendation to suspend, deny revoke or approve corrective action.
- E. The conclusions of the Compliance Committee will be provided to the Residence Operator with three (3) business days. A copy is provided to the Executive Director and the Executive Board of Directors.

II RESIDENCE OPERATOR APPEAL

- A. Within ten (10) business days of receipt of the written conclusions of the Compliance Committee (1E), the Residence Operator may submit a Request for Reconsideration.
- B. Residence Operators may request Reconsideration either by informal written appeal or an informal hearing, to FARR via mail, fax, or email.



C. Failure to timely provide FARR with written Request for Reconsideration as outlined will be considered a waiver of all rights to appeal the FARR decision.

D. The written Request for Reconsideration must detail the reasons the Residence Operator is seeking reconsideration and whether the Residence Operator is seeking an informal hearing with the Compliance Committee or, intends to submit a written request for reconsideration only.

III RESPONSE TO RECONSIDERTAION REQUEST

Within twenty (20) business days of FARR's receipt of the written Request for Reconsideration, the Chair of the Compliance Committee will.

A. Provide written Notice to the Residence Operator with the associated deadlines for a written submission in support of reconsideration or date for an informal hearing. The Informal hearing shall be scheduled no less than twenty (20) and no more than sixty (60) days of the date the Notice of Informal Hearing was mailed to the Residence Operator.

1. During the pendency of the Request for reconsideration, there shall be no contact between the Residence Operator and FARR, for purposes of discussing issues raised in the Compliance Committee findings, with the exception of imminent health and safety concerns for the Recovery Operators current clients.

2. Any request for postponement of the appeal hearing must be served in writing to FARR at least five (5) business days prior to the scheduled date. The decision to grant or deny the request for postponement is solely that of FARR.

IV INFORMAL HEARING

A. Informal Hearings shall be presided over by a member of the Compliance Committee and is appointed to this position on a case-by-case basis.

B. Compliance Committee will consider all facts having probative value.



C. Residence Operators are permitted to attend with an Attorney. However, the presence of counsel alone does not meet the requirement of Residence Operator's attendance.

D. Residence Operators are required to attend an Informal Hearing. Residence Operators may designate the Director of Certification, Chief Compliance Officer, or designated full-time employee, who has full knowledge of the Residence Operator's business practices and the matters contained within the Compliance Committees written conclusions.

E. The Informal Hearing is closed to the public.

V. INFORMAL HEARING REPORT AND RECOMMENDATION

A. Within twenty (20) business days of the conclusion of the Informal Hearing, the appointed presiding Compliance Committee member will prepare and submit, to the Executive Director and the Executive Board of Directors, a written Report and Recommendation, based on the majority decision of the Compliance Committee, which shall summarize the Compliance Committees findings to affirm or reverse the original determination made, which will include as appropriate, recommendations for sanctions detailing the sanctions to be imposed, including fees, educational requirements, and timeframes for compliance.

B. The Certification and Compliance Coordinator, or designee, shall present the committee's written Report and Recommendation to the Executive Board of Directors at its next scheduled meeting. The Executive Board of Directors shall vote to accept, accept with modifications, or reject the Compliance Committees recommendation.

C. Within seven (7) business days of the final determination by the Executive Board of Directors, the Executive Director shall send notification to the Residence Operator.

VI. FARR FINAL DETERMINATION APPEAL



Residence Operators may elect to have the FARR final determination reviewed by the Department of Children and Family Service pursuant to Florida Statutes 397.487(8)(e)

Any decision by a department-recognized credentialing entity to deny, revoke, or suspend a certification, or otherwise impose sanctions on a recovery residence, is reviewable by the department. Upon receiving an adverse determination, the recovery residence may request an administrative hearing pursuant to ss. 120.569 and 120.57(1) within 30 days after completing any appeals process offered by the credentialing entity or the department, as applicable.

To contact FARR for more information please call 561-299-0405.

Compliance Committee Charter

The role of the FARR Compliance Committee is to review recovery residence compliance issues and provide recommendations associated with initial and ongoing certification as well as audits, monitoring, and oversight. The Compliance Committee has authority over the recovery residence certification process in accordance with documented standards and is tasked with developing policies and protocols relating to the certification and ongoing compliance of certified recovery residences. The Compliance Committee is comprised of diverse individuals with the required expertise and qualifications to make determinations regarding recovery residences and certification. The Compliance Committee composition encompasses volunteer certified recovery residence administrators (CRRAs) of levels II-IV, with knowledge of level I operating protocols, and one volunteer professional (preferably an attorney). The Compliance Committee will represent to the best of its ability the geographic reach of the State. The committee will have no more than (7) seven members, (2) two CRRAs from levels II-IV certified recovery residences and (1) volunteer professional.

