

RWP Section: ADMINISTRATIVE-Programmatic
RWP Procedure Number: 1b.9
Effective Date: 11/12/2025 (rev. 11/12/2025)

Client Grievance Policy and Procedures

DEFINITIONS

- (1) “Client”, “Program-eligible individuals”, “persons or people with HIV”, “service recipients”, or “clients” mean individuals who meet the medical, financial, and residency requirements of the Ryan White Program
 - NOTE: EHE only requires medical eligibility
- (2) “Contract” or “Agreement” means the corresponding solicitation documents, terms and conditions set forth therein, the Scope of Services (Exhibit A), Subrecipient’s Budget (Exhibit B), all associated addenda and attachments, and all amendments issued thereto.
- (3) “Complaint” means informal concern about a particular issue.
- (4) “Contracted Service Provider” or “Subrecipient” means a legal entity that receives a subaward from a recipient or another subrecipient under an award of financial assistance and is accountable to the recipient (grantee) or other subrecipient for the use of the Federal grant funds provided by the subaward.
- (5) “County” means Miami-Dade County, its agents, employees and instrumentalities, including, but not limited to, the Office of Management and Budget-Grants Coordination (OMB). The term COUNTY excludes SUBRECIPIENT.
- (6) “Dispute Prevention” means techniques or approaches used by an organization to resolve disagreements at an early and informal stage, to avoid or minimize the number of disputes that reach the formal grievance process.
- (7) “EHE” means the Ending the HIV Epidemic initiative and its funded services programs.
- (8) “Grievance” means a matter that has reached the stage where a client seeks a formal resolution.
- (9) “Grievant” means an entity or eligible individual seeking a formal resolution of a grievance.
- (10) “Program Administrator” means the Ryan White Program Administrator, also known as the Program Coordinator of Miami-Dade County’s Ryan White Program. See Contact Information section of corresponding Client Grievance Policy and Procedures.
- (11) “Recipient” means Miami-Dade County (the County), which has received a grant award from HRSA and is responsible and accountable for the use of the grant funds provided and for the performance of the grant supported project or activity.

- (12) “Remedy” means the relief or result sought by a client in bringing a grievance. It can include a process change, or (in some situations) a reversal of a decision. In the Miami-Dade County Ryan White Programs (Part A, MAI, and EHE) remedies are prospective, which means they apply to future funding-related decisions, but do not apply retroactively to past funding decisions.
- (13) “The United States Department of Health and Human Services”, “DHHS”, or “HRSA” mean the Department, its agents, employees, and instrumentalities, including but not limited to the Health Resources and Services Administration (HRSA), the Program’s funder.