

RWP Section: ADMINISTRATIVE-Programmatic
RWP Procedure Number: 1b.22
Original Effective Date: 10/1/2024 (rev. 11/12/2025)

Client Grievance Policy and Procedures

SAMPLE COMPLAINT AND GRIEVANCE LOG

Agency Name

Site Location (if applicable)

Ryan White Program (Part A, MAI, and/or EHE)

Complaint and Grievance Log

Date the Complaint or Grievance was Filed	Complaint (C) or Grievance (G) ?	Client Name	Client's Computer Identification System # (CIS#)	Summary of the Issue or Concern	Was the Complaint or Grievance Related to Refusal of Services? (yes or no)	Status or Outcome (Open, Pending, Resolved, Appealed, etc.)	Incident Closure Date (if applicable)
03/05/2025	C	John Doe	CISxxxxxx	John Doe described issues with not being able to reach his case manager in a timely manner on numerous occasions.	No	Resolved	03/27/2025

Note: This log should be maintained in a secure location and made available during monitoring visits or upon request by the Miami-Dade County Ryan White Program (Recipient).