

From: [Valle-Schwenk, Carla J. \(OMB\)](#)
To:

Subject: IMPORTANT: Miami-Dade County Ryan White Program Client Grievance Policy and Procedures - UPDATED, incl. flyer to post

Date: Thursday, November 13, 2025 2:37:00 PM

Attachments: [1b.22 Client Grievance P&P 11.12.25.pdf](#)
[Appx A-Client Grievance definitions 11.12.25.pdf](#)
[Appx B-Contract & Site Visit references 11.12.25.pdf](#)
[Appx C-Client Grievance Manual excerpt 11.12.25.pdf](#)
[Att 1-Client Grievance receipt form 11.12.25.pdf](#)
[Att 2-Client Grievance flowchart 11.12.25.pdf](#)
[Att 3a-Client Grievance form \(English\) 11.12.25.pdf](#)
[Att 4a-Client Grievance Appeal form \(English\) 11.12.25.pdf](#)
[Att 5-Client Grievance log \(sample\) 11.12.25.pdf](#)
[Att 6-Client Grievance Rights flyer \(to post\) 11.12.25.pdf](#)
[Att 5-Client Grievance log \(sample\) 11.12.25.docx](#)

Importance: High

Dear Ryan White Program Subrecipients:

Effective immediately, attached please find updated Miami-Dade County Ryan White Program Client Grievance Policy and Procedures, including related forms and attachments. These documents underwent a thorough review for updates and have been revised for clarity and improved readability. Clients must be informed of their right to file an informal complaint, or a formal grievance and the documents must be posted or made available to clients. Compliance will be monitored through the annual site visit process.

Newly added to this process you'll find a process flowchart and a flyer to help clients understand the process. In lieu of posting the entire multi-page policy, procedures, forms, and other attachments, you may use the flyer to notify clients of the process. If using the flyer, the flyer must be posted in a prominent location at each service site. Contact information for an appropriate person at your organization must be included in the flyer in the spaces provided on the flyer.

A MS Word version of the sample grievance log is attached in case you want to use it.

If you have questions regarding this process, related forms, and attachments, please contact your assigned Ryan White Program Contracts Officer or Tivisay Gonzalez de Obando. Thank you for your attention to this matter. We appreciate your continued cooperation. Pardon any duplicate emails.

Carla Valle-Schwenk
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Miami-Dade County Office of Management and Budget
Grants Coordination/Ryan White Program
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Abstract
