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# Complaint Procedures

## Purpose

Your feedback is important. This document outlines how you can share concerns or complaints regarding the services you receive at Pediatric Neuropsychology Associates, PLLC. The practice is committed to addressing concerns promptly, respectfully, and transparently in order to maintain high standards of care.

## How to File an Internal Complaint

If you have a concern about your care, communication, billing, or any other aspect of this practice, you may submit a complaint using one of the methods below:

### Step 1: Contact the Practice

Phone: (954) 284-0048

Email: [admin@pediatricneuropsychologyassociates.com](mailto:admin@pediatricneuropsychologyassociates.com)

Complaints may be submitted verbally or in writing. Please clearly describe your concern and include any relevant details or documentation.

### Step 2: Review and Response

Complaints are reviewed promptly. A response will typically be provided within 10 business days of receipt.

### Step 3: Resolution

The practice will make reasonable efforts to address and resolve concerns in a timely and professional manner. If additional time is required, you will be informed of the status and anticipated timeframe.

## External Complaint Options

You are not required to use the internal complaint process before contacting external agencies. If you are not satisfied with the resolution of a concern, or prefer to file a complaint externally, you may contact one or more of the following:

### Florida Department of Health – Board of Psychology

For concerns related to the professional conduct, ethics, or licensing of psychologists in Florida.

Phone: (850) 488-0595

Website: [flhealthsource.gov/psychology-board](http://flhealthsource.gov/psychology-board)

### Florida Department of Children and Families (DCF) – Abuse Hotline

For reporting suspected abuse, neglect, or abandonment of children, elders, or vulnerable adults.

Phone: 1-800-962-2873 (available 24/7)

Website: [reportabuse.dcf.state.fl.us](http://reportabuse.dcf.state.fl.us)

### U.S. Department of Health and Human Services, Office for Civil Rights (OCR)

For concerns regarding potential violations of federal privacy rights under HIPAA.

Phone: 1-800-368-1019

Website: [hhs.gov/ocr](http://hhs.gov/ocr)

## Client Rights

Clients will not be penalized or retaliated against for filing a complaint. Filing a complaint will not affect access to services or the quality of care provided.

## Policy Updates

This Complaint Procedures document is reviewed periodically and updated as needed. Clients will be notified of material changes when appropriate.