

## 1. General Grievance Policy

- a. It is the policy of the Coalition to ensure any complaint or grievance, other than grievances submitted by employees, participants, sub-contractors, child care/VPK providers, or any entity or person implementing Coalition programs, follows the complaint or grievance procedure of the agency, or the agency, entity or person offering or administering the services out of which the complaint or grievance arose in accordance with the procedures set out in “i” through “iv” of this section:
  - i. Initial Complaint: All non-employment related complaints or grievances by any participant, contractor, or any entity or person must first be presented in writing to the agency or entity delivering that program in accordance with the complaint or other grievance procedures established by that agency or entity. The complaint or grievance must be made in writing and addressed to the agency or entity.
  - ii. Initial Agency/Entity Response: The agency or entity shall respond to any complaint or grievance in accordance with their procedures, but within a time frame not to exceed 14 days of receipt of the complaint or grievance. Any agency contracted with the Coalition will maintain a record of any grievances and file a monthly report of the grievances to the Coalition.
  - iii. Appeal of Initial Agency/Entity Response: The aggrieved party must exhaust all appeal channels available within the established agency/entity grievance procedures. It is not anticipated that the Coalition will face many problems that cannot be settled by the individual agencies; therefore, the Coalition will act only in the event that those problems/grievances cannot be resolved. In such cases, the grievance procedures listed under Items “a(iv)” and “b” of this section will apply.
  - iv. Complaint to Coalition Executive Director: While it is the intent of the Coalition to make all decisions and actions in the best interest of the community and its children and to resolve problems through discussion and mediation, there may be instances where an individual/entity believes that a Coalition decision or action has caused a complaint or grievance. In such instances, the individual/entity who desires to file a grievance or complaint must submit to the Coalition Executive Director written notice of the grievance or complaint to include the following:
    1. A detailed explanation of how the individual/entity was adversely affected by the action or decision, citing specific legislation, policy, procedure, statute, etc. that was violated.
    2. The Coalition/agency/entity action or decision.
    3. The date the action or decision occurred.
    4. If desired, the name, address and telephone number of an individual who can act on behalf of the individual/entity.
- b. The Executive Director will make a sincere effort to adjust promptly, amicably and satisfactorily any complaint or problem of staff members present.
  - i. If the problem cannot be resolved with the Executive Director, the “aggrieved party” has the option to submit written notice of the grievance within 10 days of the action or decision of the Executive Director to the board chair or designee.

2. Upon receipt of the request for an appeal, the board chair will convene the Executive Committee to consider the appeal within 30 days of the receipt of the request. The Executive Committee is charged with the responsibility of reviewing all pertinent information and, based on the information, making a recommendation to the Board. The Board will discuss and review the findings of the Executive Committee and vote on the recommendation of the Committee. The Coalition will notify the individual/entity in writing within 10 days after the Board's decision. The decision of the Coalition Board is final.

3. Parental Complaints

**Reference Federal Regulation 45 CFR 98.32**

a. The Coalition shall:

- i. Maintain a record of substantiated parental complaints.
- ii. Make information regarding such parental complaints available to the public on request.
- iii. The Coalition shall provide a detailed description of how such record is maintained and is made available.