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## GRIEVANCE POLICY AND PROCEDURES

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The Early Learning Coalition of Pasco and Hernando Counties, Inc. will handle grievances or complaints from providers, contractors, volunteers, and other interested persons arising from actions taken by our programs as follows:

Any complaint or grievance by a participant, contractor, or employee of any entity or person implementing Coalition programs shall follow the complaint or grievance procedure of 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 below.

### **A. Initial Complaint**

All non-employment related complaints or grievances by any provider, contractor, and/or volunteer 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.

### **B. 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 fourteen (14) days of receipt of the complaint or grievance. The Coalition's contracted agencies will maintain a record of any grievances and file a monthly report of the grievances to the Coalition.

### **C. 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 Item D will apply.

### **D. Complaint to the Coalition Board**

While it is the intent of the Coalition to make all decisions and actions based on 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 resulted in a complaint or grievance. In such instances, the Coalition and the individual/entity, who desires to file a grievance or complaint, will follow the following procedures:

The aggrieved party must submit written notice of the grievance, complaint, or appeal within ten (10) days of the Coalition action or decision. This written notice shall include the following:

- The specific Coalition/agency/entity action or decision.
- The date that the action or decision occurred.
- 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.
- The name, address, and telephone number of an individual who can act on behalf of the individual/entity.

Upon receipt of the complaint, grievance, or appeal, the Coalition Chair will instruct the Executive Director or his/her designee or Ad Hoc Committee to review all information. The committee will convene within thirty (30) days of receipt of the complaint, appeal, or grievance.

The Executive Director or his/her designee or Ad Hoc Committee is charged with the responsibility of reviewing all pertinent information and, based on the information, make a recommendation to the Coalition Board.

The Coalition Board will discuss and review the findings and vote on the recommendation. The Coalition shall notify the individual/entity of its decision within ten (10) days, in writing. The decision of the Coalition Board is final.

**Please Note:** Grievances by Coalition employees are covered by the Coalition's Personnel Policies.

Approved by the Early Learning Coalition of Pasco and Hernando Counties, Inc. Board of Directors – **April 23, 2009**

**Revised and Approved: October 22, 2009**