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## GRIEVANCE POLICY AND PROCEDURES

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### **PURPOSE**

To provide guidance with regard to addressing grievances made by external stakeholders of the Coalition.

### **DEFINITION**

A process by which parents may submit to the coalition a complaint/grievance against a provider's or the coalition's actions that may be contrary to state and federal policies, procedures, rules or regulations.

### **POLICY**

Verbal and written complaints/grievances are addressed immediately and fairly by the appropriate member(s) of the Coalition's management team. Complaints/grievances should be submitted to [Ljuibica Sevic](mailto:Ljuibica.Sevic@phelc.org), Provider Services Director at [l.sevic@phelc.org](mailto:l.sevic@phelc.org). Anonymous complaints that cannot be verified or clarified may not be accepted for formal review. In order for a formal review to be conducted, the grievance must be received in writing within 15 calendar days of the final date of the unfavorable decision or action. The grievance must also be signed by the complainant, and include the following information:

1. The name, address and telephone number of the person filing the grievance.
2. A clear and concise statement of the facts, including pertinent names, dates, locations, witnesses and other evidence in support of the grievance.

If the grievance does not contain all of this information, the person assigned to review the grievance may, in writing, request the complainant to furnish it. Internal review of grievances will be initiated within fourteen (14) calendar days of the receipt of the required information. Upon completion of the investigation, the Executive Director or designee will issue a final statement which shall be provided to the complainant and the appropriate parties.

The Administrative Assistant (or designee) will be responsible for maintaining external grievances.

## **PROCEDURE**

### **Mediation**

Prior to filing a complaint/grievance, the issue MAY be referred to the Coalition's "Volunteer Mediator" for review, study and issuance of a non-binding recommendation for settlement. Referral to the Volunteer Mediator does not preclude use of the Grievance Policy.

### **Complaints Against the Coalition**

1. The Supervisor responsible for the supervision of the team member or department named in the grievance will complete the internal review.
  - a. If the Supervisor is named in the grievance, the Manager responsible for oversight of the department will complete the internal review.
  - b. If the Manager responsible for oversight of the department is named in the grievance, the Executive Director or designee will complete the internal review.
2. The Executive Director will be notified of any findings that require disciplinary action.

### **Complaints Against Child Care Providers**

The Provider Services Director will complete the internal review of the grievance against child care providers that have a contractual agreement with the Coalition.

1. The Supervisor will initiate a formal review within fourteen (14) calendar days of receipt of a formal grievance.
2. Upon completion of the formal investigation, the Reviewer will compile the results of the review and forward to the Executive Director or designee for approval.
3. Once the findings are approved, the Executive Director or designee will issue a final statement to the complainant and the appropriate parties. The final statement must include a notice of the right to hearing before an ad hoc appeals committee composed of at least three members of the Board of Directors. The statement will be sent via certified, return receipt requested mail or hand delivered.

### **Request for Formal Hearing**

A complainant who remains dissatisfied following the decision by the Executive Director must send written notice to the ED within ten (10) business days following the issuance of the decision, of the desire for a formal hearing before an ad hoc appeals committee. The written notice must include the name and address of the complainant, as well as the reason for appealing the Coalition decision.

Upon receipt of written notice from a complainant, the Executive Director will contact at least three members of the Board to coordinate a time for a hearing to be held within thirty (30) days of receipt of the notice. The Executive Director will notify the complainant of the date, time and location of the hearing. The hearing will include the following:

- Coalition staff will present the nature of the complaint and the recommended action to be taken at the meeting.
- Complainant will present the reason for appeal, any evidence supporting a different conclusion and the desired outcome of the meeting.
- Members of the committee have the right to ask questions throughout both presentations.

At or following the conclusion of the hearing, the committee shall render its final decision to be memorialized in writing. The Coalition will provide the written decision to the complainant within ten (10) business days following the conclusion of the hearing. The decision shall be final with no further appeal rights.

### **Complaint/Grievance Records**

- **All grievance records are public records. Refer to coalition Records Management Policy for additional information.**
- The Administrative Assistant (or designee) will maintain copies of all relevant documentation and correspondence.

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