

Grievance Policy and Procedure



POLICY

Childcare providers or customers who have a complaint or grievance regarding services provided directly by the Early Learning Coalition or a contractor of the Coalition will have a venue to discuss their concerns.

PROCEDURE

The first stage is informal communication and occurs immediately when the provider or customer expresses dissatisfaction. The first line Coalition staff must immediately address the matter. The activities that occur in this stage must be documented and the supervisor informed immediately, even if the situation is satisfactorily resolved at that stage.

If the issue is not resolved to the complainant's satisfaction, then the Coalition staff supervisor is to be directly involved for further assistance. Within 3 (three) business days of the first stage objection, the supervisor will review all of the information and contact the complainant to attempt to informally mediate the issues. The supervisor must document their communication.

If the informal mediation is unsuccessful and the complainant still considers the matter unresolved, the supervisor must immediately contact the Executive Director for formal problem resolution.

Within 7 (seven) business days, the Executive Director must review all available information, communicate directly with the complainant, and arrange a meeting if necessary. All communication is to be documented.

In cases concerning VPK providers who are in disagreement with any terms of their contractual agreement with the Coalition, the providers must submit their dispute in writing directly to the Coalition Executive Director. The Coalition Executive Director must respond in writing within 10 (ten) business days from receiving the dispute, and provide hearing rights if so warranted.

Any individual, client or provider, who continues to be dissatisfied after exhausting this process is eligible to appeal by having the documented activity history presented to the Coalition Executive Committee in a formal Grievance Hearing. The Grievance Hearing will be scheduled within 10 business days of the notification. Members of the Executive Committee will review the information and respond with their decision to Complainant within 3 business days. The Complainant has a right to appeal the decision of the Executive Committee to the Coalition Board of Directors at their next scheduled meeting. The decision of the Board of Directors is final.

