

EARLY LEARNING COALITION OF OSCEOLA COUNTY

NON EMPLOYMENT RELATED GRIEVANCES

ITEM: 206A.03

EFFECTIVE DATE: 2-23-06

REVISED: N/A

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POLICY STATEMENT

The Coalition strives to maintain the highest level of satisfaction possible with families and children served by the Coalition, child care providers, service contractors and the community at large. It is the commitment of the Coalition to ensure all interested parties are treated fairly at all times.

PROCEDURES:

I. Service Related Grievances

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 as follows:

1. All initial grievances by any participant, contractor, and/or employee must first be presented in writing to the agency or entity delivering that program in accordance with 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.
2. The initial grievance agency or entity shall respond to any initial complaint or grievance in accordance with their own procedures, but within a time frame not to exceed fourteen calendar (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.
3. The aggrieved party must exhaust all appeal channels available within the established agency/entity's grievance procedures. The Coalition will act only in the event that problems/grievances cannot be resolved. In such cases, the grievance procedures listed below will apply.

II. Non-Service Related Grievances

The Executive Director will ensure access to a Coalition Appeals Committee review of applicable grievances and appeals.

1. Parties grieving directly to the Coalition or appealing a service contractor decision must submit written notice of the grievance, complaint, or appeal within ten (10) calendar days of Coalition action or of the service contractor decision. Written notice shall include:
 - A. The specific Coalition/service contractor action or decision.
 - B. The date that the action or decision occurred.
 - C. 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.
 - D. The name, address, and telephone number of an individual who can act on behalf of the individual/entity.

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- 2 Upon receipt of the complaint, grievance, or appeal, the Executive Director will inform the Appeals Committee and provide the applicable information. The Appeals Committee will convene in person or by phone within thirty (30) days of receipt of the complaint, appeal, or grievance to make a determination.
 - 3 The decision of the Appeals Committee is final.
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PARTIES AFFECTED

Families and children served by the Coalition, child care providers, service contractors and the community at large

ASSOCIATED DOCUMENTS / FORMS

N/A