

Policy Title:	Grievance - Program Participant Policy		
Policy Number:	SDA-CR-005		
Chapter:	Administration and Service Delivery	Sub-section:	Grievance
Nullifies:	NA		
Revision History:	NA		
Initiating Authority:	Cynthia Williams, Chief Transformation Officer		
Approving Authority:	Carol Klocek, Chief Executive Officer and Board of Directors		
Date Approved:	3/3/2021	Date Effective:	3/5/2021
Approving Authority:	Head Start Early Head Start Policy Council		
Date Approved:	3/4/2021	Date Effective:	3/5/2021

STATEMENT OF PURPOSE:

To establish Policy and practice which protects the right of program participants to voice concerns about service provision and promotes the organization's efforts to continuously improve and strengthen service quality.

STATEMENT OF POLICY:

It is the Policy of Center for Transforming Lives (CTL) and the fundamental right of program participants to file a grievance in accord with this Policy and Procedure any time they are dissatisfied with a decision made about them or a CTL service provided to them or denied. Program participants are entitled to a fair and confidential review of their grievance without interference or retaliation (CR 3(a)).

Violation of this Policy and related Procedure, including the infringement of a program participant's right to file a grievance and exercise their right to an appeal is proper cause for disciplinary action up to and including termination of employment.

SCOPE:

This Policy applies to employees at all levels of the organization, agents, board members, and program participants served in Housing Services: Rapid Rehousing, Transitional Housing, Emergency Shelter; Economic Mobility; Clinical Counseling Services; and Child and Family Services: Head Start, Early Head Start, and Traditional Early Childhood Education.

This Policy does not apply in instances where a grievance has previously been raised and or managed through the appeal process.

This Policy does not apply to issues involving employee grievances or customers served by Social Enterprises operated by CTL.

DEFINITIONS:

1. *Complaint.* A concern expressed verbally by a Complainant about any decision made about them or services provided or denied to them by a CTL employee or agent. A complaint can be reported to an employee at any level of the organization or to a CTL agent. Complaints are typically relayed to a direct care or supervisory level employee and are verbally resolved at one of those levels within 72 hours of its communication.
2. *Grievance.* A concern expressed in a formal written manner by a Complainant about any decision made about them or services provided or denied to them by a CTL employee or agent, which has been unresolved at a verbal level. A written grievance, like a complaint, must be communicated to an employee at any level.

COMPLIANCE:

This Policy complies with Council on Accreditation (COA) Standards: CR 3.

Related Policy and Procedures:

Confidentiality and Privacy Protections Policy and Procedure

Rights and Responsibilities of Program Participants Policy and Procedure

Related Documents:

NA

Other Related Forms:

Initial Written Grievance

Grievance Statement-Respondent

Grievance Resolution