

CFS Child & Family Services Operations Manual	Program Information	X	Procedure	Policy
	Document Title: <u>Grievance Procedures for Parents/Guardians</u>			
	Content Area: _____			
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	Key Word1: <u>Grievance</u>		Key Word2: <u>Parents</u>	
Related Documents: _____				

GRIEVANCE PROCEDURES FOR PARENTS/GUARDIANS

KVCAP Child and Family Services staff pride themselves on providing quality care and programming for clients. We are committed to delivering a program of excellence at all levels. We owe a large part of our success to parents/guardians who offer ongoing feedback concerning what their family's needs are and how we can best assist them. We feel the most effective way to solve problems that arise is to communicate openly and directly. The following protocol outlines our plan for ensuring that problems are resolved quickly and in a positive manner.

- 1) If a parent/guardian has a concern, they should speak to the program staff working with them **as soon as possible**. Most issues can be resolved immediately if parents/guardians and staff discuss them openly.
- 2) If the parent/guardian is not satisfied with the results of their conversation with staff, they can request further discussion with the Supervisor/Manager for that program. The Supervisor will keep the Program Director and/or KVCAP C&FS Chief Operating Officer informed of unresolved issues.
- 3) If the parent/guardian is not satisfied with the results of this discussion, they may request a meeting with the KVCAP C&FS Chief Operating Officer.
- 4) If the response is unacceptable to the parent/guardian, they may appeal, in writing, to KVCAP's Chief Executive Officer. The Chief Executive Officer must respond in writing within 7 working days after receipt of the complaint.
- 5) If the response continues to be unacceptable and the parent/guardian is enrolled in an EHS/Head Start slot, the parent/guardian may appeal, in writing, to the Head Start Policy Council Chair within 7 working days after receipt of the Chief Executive Officer's response to the complaint. The Head Start Policy Council Chair must respond within 7 working days from the date of the next regularly scheduled meeting.
- 6) Should the complainant not accept the response, or the parent/guardian is enrolled in a slot other than EHS/Head Start, they should submit a written letter of appeal, within 7 working days, to the President of the KVCAP Board of Directors.
- 7) The decision of the Board of Directors will be distributed to the complainant within 7 working days from the date of the next regularly scheduled meeting.
- 8) The decision of the KVCAP Board of Directors is final.

Again, we believe that the best practice is for parents/guardians to share any concerns immediately with staff. We value parent/guardian input and will do our best to provide a positive and healthy experience for each family.