

**DISPUTE RESOLUTION  
SECTION: 2**

**Adopted: March 15, 2006**

**Amended: November 16, 2011**

**I. POLICY**

Any grievances or complaints from participants, contractor, employees, and /or other interested persons arising from actions taken by the School Readiness and Voluntary Prekindergarten (VPK) programs under contract or agreement with the Coalition shall be presented in writing to the respective agency within thirty (30) working days of the initial occurrence.

The respective agency shall respond to the consumer, contractor, employee, and/or other persons within fifteen (15) working days of receipt of the written grievance or complaint. In the event of grievances to the Coalition, the initial grievance shall be to the Director of Finance and Accountability or lead staff person. The Chief Executive Officer shall not be designated as the lead staff person.

The lead staff person of the Coalition is the final administrative authority in the grievance process. If a grievance reaches the lead staff person, he/she will respond in fifteen (15) working days. During this time, the lead staff person may schedule a meeting with the griever to discuss the situation. A letter of documentation will follow up this meeting.

If the grievance has not been resolved to the satisfaction of the consumer, contractor, employee, and/or other persons, the issue will be presented in writing to the Chief Executive Officer of the Coalition within ten (10) working days of the response from the agency.

The Chief Executive Officer of the Coalition will respond in fifteen (15) working days.

If the complainant is dissatisfied with the disposition of the grievance by the Chief Executive Officer, then a written appeal shall be submitted to the Chairperson of the Coalition within ten (10) working days of the receipt of the Chief Executive Officer's decision. A written record, including any prior correspondence, shall then be submitted to each Coalition member.

The members of the Coalition may, at their discretion, present to the Executive Committee or appoint an independent hearing officer to conduct a hearing on the appeal and make non-binding recommendations to the Coalition. Within 45 calendar days of the next regularly scheduled Coalition meeting, the board shall render a final decision.