

Policy: Parent Complaint/Grievance Process

Purpose

Any parent may express an appeal, complaint or concern about the Betty J. Taylor Early Learning Academy programming. In response, BJTELA will strive to address concerns and resolve complaints in a fair and equitable manner. There will be no retaliation against a complainant or their child for using the complaint procedure. The Parent Complaint/Grievance Policy can be obtained from a BJTELA Administrator/Manager or the BJTELA Director. The procedure does NOT include EHS/Academy staff whose interests are mutually protected by the personnel policies.

Requirements

Requirements per the National Caring for our Children policy establish and maintain procedures for working with BJTELA to resolve community and parent complaints about the program.

Definitions

- a. "Complainant" shall mean a parent.
- b. "Complaint" shall mean a claim by a grievant that an agreement has been violated, misinterpreted or misapplied.
- c. "Student" shall mean a student enrolled in the BJTELA Program who qualifies for services under the Tribal/CCDF and Head Start Act guidelines.
- d. "Parent" shall mean a parent or legal guardian of a qualified student.
- e. "Employee" shall mean any staff member employed within the BJTELA program.
- f. "Policy Council" shall mean the local Policy Council.
- g. "Days" shall mean working days.

Procedures

The complaint procedure may be used when the complainant feels that BJTELA policies have been violated within their child's classroom or at the overall program level. Appropriate cases might include alleged:

1. Unfair or arbitrary application of enrollment policy
2. Violation of BJTELA policies and procedures.
3. Inappropriate practices with children.
4. Suspected abuse.
5. Breach of confidentiality.
6. Unethical conduct.
7. Discriminatory actions.

The process to file a complaint is as follows:

1. Any parent with a complaint, concern, or wish to appeal an agency decision is strongly encouraged to first speak with the staff member most directly involved.

2. If the problem cannot be resolved in this manner, the complainant will contact the Manager/Administrator of their student's program, to request a meeting to discuss the concern.
3. Should the concern remain, or the concern is at the Program level, the individual may file a written complaint with the Director of BJTELA. The written complaint may be emailed or brought to TELA for submission.
 - a. The Director will contact the complainant within five (5) working days to ensure clarity regarding the complaint, document it, and work to find a solution in alignment with BJTELA policies and procedures.
4. If this does not result in a satisfactory decision, a written complaint must be filed with the Chief Executive Officer of the Tulalip Tribes.
5. No complaint will be processed unless it has been through these steps. Should this informal step fail to satisfy the complainant, then the next steps should be completed.
6. A written complaint must be filed with the Policy Council. The complainant shall present the complaint in writing to the Chairperson of the Policy Council, who shall present the complaint at the next scheduled Policy Council meeting.
 - a. The Chairperson shall present a written statement to the complainant within three (3) business days after the meeting has been adjourned.
 - b. If the complaint is not resolved at this step, the complainant may move to the Board of Directors for resolution.
7. The complainant may withdraw a complaint at any point of the process.
8. The BJTELA Director will report on any complaints and the outcomes to the Policy Council on a monthly basis.

would step 6 or 4 go first?

Resolution by Board of Directors

1. The Board of Directors shall consider the grievance at their next scheduled meeting.
2. The complainant may present their case before the Board either orally or in writing.
 - a. The board may request additional meetings to consider the matter and call witnesses as required to obtain and evaluate all information or circumstances involved in the specific grievance.
 - b. The Tribal/CCDF/EHS Administrator/Manager, BTELA Director, and Chief Executive Officer shall be prepared to provide assistance and information on the issues involved.
3. The decision regarding the disposition of any grievance must be made by a majority vote of the Board of Directors.
 - a. A quorum will be present to vote on any grievance decision.
4. The decision of the Board shall be put in writing.
 - a. Copies of the directive given shall be provided to the person filing the grievance, BJTELA Manager/Administrator, BJTELA Director, Executive of Youth

Services, General Chief Executive Officer and the Secretary of the Tribe for inclusion in the hearing minutes.

5. In the event that there is an impasse* where an agreement cannot be met between the Policy Council and the Board of Directors, a tribal judge or an independent mediator/negotiator will be requested to intercede and assist in the decision making for the process to continue.
 - a. The final decision would lie with the Tribal Judge or the independent mediator/negotiator as an independent body to rule in the best interest of the children, families, and community as well as for the uninterrupted services of BJTELA program services to the community.
 - i. *impasse is defined as a period of time, 30 days, from the presentation to the Board of Directors.

Attachments:

Parent Complaint Report Form

Parent Complaint Report Follow-Up