



## Parent Complaints

### a. Complaint Policy

- i. The complaint procedure shall be used when the complainant feels that BJTELA policies have been violated within their child's classroom or at the overall program level.

(1) Appropriate cases might include, but not limited to, the following instances::

- (a) Unfair or arbitrary application process;
- (b) Violation of BJTELA policies and procedures;
- (c) Inappropriate practices with children;
- (d) Suspected abuse;
- (e) Breach of confidentiality;
- (f) Unethical conduct; and
- (g) Discriminatory actions.

### b. Complaint Process

- i. It is the policy of the BJTELA that complainants will follow the process below to file a complaint.

(1) Any parent/guardian 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 event the problem cannot be resolved:

- (a) The complainant shall file a written complaint with the Manager/Administrator of the student's program;
- (b) Request a meeting to discuss the concern;
- (c) The complainant should complete the Parent Complaint Report Form within three

(3) days business days; and





(d) This form can be found on the BJTELA website or within one of the offices:

[www.TulalipEarlyLearningAcademy.com](http://www.TulalipEarlyLearningAcademy.com)

(3) If the concern remains unresolved or the concern is at program level, the individual may file a written complain with the Director of BJTELA. The written complaint may be emailed or brought to BJTELA for submission. The following steps will then occur:

(a) The Director will contact the complainant within five (5) business days to ensure clarity regarding the complaint, document it, and work to find a solution in alignment with BJTELA policies and procedures.

(b) The BJTELA Director will report on any complaints and the outcomes to the Policy Council on a monthly basis.

(c) If this does not result in a satisfactory decision, a written complaint must be filed with the Chief Executive Officer of the Tulalip Tribes.

(d) No complaint will be processed unless these steps have been taken.

(e) Should this informal step fail to satisfy the complainant, completed written complaint must be filed with the Policy Council.

ii. Policy Council Review Process:

(1) 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 complainant shall provide a copy of the completed Parent Complaint Form and documentation verifying that they've worked through the complaint process to the Policy Council Chairperson.





(b) The complainant should schedule a meeting with the Policy Council Chairperson in order to discuss the concern prior to the next monthly Policy Council meeting.

(2) The Chairperson shall present a written statement to the complainant within three (3) business days after the meeting has been adjourned.

(3) If the complaint is not resolved at this step, the complainant may move to the Board of Directors for resolution.

(a) Policy Council consists of one Board of Director, who can move this forward through the process if necessary.

(4) The complainant may withdraw a complaint at any time in this process.

iii. Resolution by Board of Directors

(1) The Board of Directors (hereafter “BOD”) shall consider the complaint at their next scheduled services meeting.

(2) The complainant may present their case before the BOD either orally or in writing at the day of the meeting. The following meeting procedure will then occur:

(a) The BOD may request additional meetings to consider the matter;

(b) Call witnesses as required to obtain more information;

(c) Evaluate all information;

(d) Consider all circumstances involved in the specific complaint; and

(e) The BJTELA staff involved and Chief Executive Officer shall be prepared to provide assistance and information on the issues involved.

(3) The decision regarding the disposition of any complaint must be made by a majority vote of the BOD.





- (a) A quorum (4 policy council members) will be present to vote on any complaint decision.
- (4) The decision of the Board shall be put in writing. After a final decision has been made, the following will then occur:
  - (a) Copies of the directive shall be provided to;
    - (i) The person filing the complaint;
    - (ii) BJTELA Manager/Administrator;
    - (iii) BJTELA Director;
    - (iv) Chief Executive Officer; and
    - (v) The Secretary of the Tribe for inclusion in the hearing minutes.

