

Early Learning Coalition of Florida's Heartland, Inc.

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Subject: Right to Grievance by provider or parent enrolled in School Readiness/VPK program; ELCFH Board Members		Procedure # EM-3
Page: 1 of 3	Adoption Date: 7.19.06	Revision Date: 9.18.09
	Revision Date: 2.28.07	Revision Date: 1.26.11
	Revision Date: 10.28.15	Revision Date: 12.3.08
Approved by: ELCFH Board	Title: Ashley Coone, Chair	
Distribution: All ELCFH Management Policy/Procedure Manuals		
Authority References: ELCFH Executive Director, ELCFH Management Team		

I. POLICY

A provider or parent contracted or enrolled in School Readiness/VPK services will have the right to have their grievance resolved.

II. PROCEDURE

Informal mediation:

- A. The parent or provider must notify the ELCFH of the grievance issue in writing with supporting documentation if applicable within 30 days of its occurrence. The applicable manager will review the grievance issue to determine if a typical non-compliance issue on the part of the parent or provider exists (examples of typical non-compliance issues are: 1. non-submission of required paperwork by specified due date with no communication to the applicable specialist; 2. non-response to letters of invitation for enrollment appointment; 3. failure to notify applicable specialist of changes in 10 calendar days as noted in the Parent Rights and Responsibilities; 4. not eligible for ELCFH services).
- B. Within five business days of receipt, the issue will be reviewed by the appropriate Associate Director. The director will advise the parent or provider in writing of the decision.

Formal mediation:

- A. Issues that appear to have special or irresolvable circumstances will be forwarded to the ELCFH Executive Director or designee for review within five days after review by the direct supervisor and Associate Director. Such circumstances are defined as issues which are out of the parent or provider's scope of immediate influence and are supported by applicable documentation and/or issues involving ELCFH staff. Depending on the nature of the grievance, the Executive Director or designee may elect to engage others from the ELCFH management team and other staff for review, discussion and resolution. The Executive Director will review all pertinent documentation and may communicate directly or meet with the parent or provider.

- B. If the Executive Director or designee is not able to resolve the grievance within five business days after receipt, the issue will be forwarded to the ELCFH Executive Committee for review. If additional time is needed for the Executive Director or designee to conduct research regarding the grievance, the parent or provider will receive written notification which will include an anticipated date of decision.
- C. A meeting will be posted within 10 days of issuance from the Executive Director for the Executive Committee to review and resolve the grievance. If additional time is required to call the meeting, the parent or provider will receive written notification which will include an anticipated date for the meeting.
- D. During the meeting, the Executive Committee may choose to hear accounts from any and all involved in the grievance including ELCFH staff and management and ELCFH legal counsel. A final decision by the Executive Committee will be issued in no more than 30 days of the final meeting date.
- H. Decisions made by the Executive Committee will be reported to the full Board at the next regularly scheduled Board meeting. At the Executive Committee's discretion the issue can be forwarded to the ELCFH Board for further discussion and final resolution.
- I. Written follow up from the ELCFH Executive Director or designee will be issued to the parent or provider within ten days after the final decision is determined.

As warranted, due process procedures will be followed for provider based disputes as outlined in the School Readiness Provider Contract Form OEL –SR 20, Exhibit 5 and the Voluntary Prekindergarten Provider Contract Form OEL –SR 20, Exhibit 2. All decisions of the Executive Committee or ELCFH Board of Directors and/ or Review Hearing Committee are final.

Grievances from ELCFH Board Members will be addressed as follows:

- The Board member will submit to the Executive Director the grievance issue in writing.
- The Executive Director will advise the ELCFH Executive Committee of the written grievance.
- The issue outlined by the grieving Board member will be presented for review and resolution at the next scheduled Executive Committee meeting or as otherwise determined by the Board Chair.
- A written response will be provided to the grieving Board member within 10 days of the scheduled meeting. The response will be issued by the Executive Director under the direction of the ELCFH Board Chair and/ or Executive Committee.
- All decisions made by the ELCFH Executive Committee or Board regarding Board member grievances are final.

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Grievance Form

Refer to ELCFH Grievance Policy for qualifying purpose, before completing this form.

Please state your grievance issue on this form and attach any supporting documentation. Be sure to submit your signed form to the local ELC office. Issues will be reviewed within five (5) days of receipt. Decisions will be forwarded in writing.

Parent name / Child Care Provider Name: _____

County: Charlotte DeSoto Hardee Highlands

Grievance Issue (Type or print legibly)

Parent / Child Care Provider Signature or designee

Date

GRIEVANCE PROCESS DECISION

ELCFH USE ONLY:

- Reinstatement. Effective Date: _____ Termination Remains.
- Can Apply to Waitlist if eligible. Waitlist application included. Not Waitlist eligible at this time.
- Other: _____
- _____

Copies: Client/ Provider: _____ Client / Provider File: _____ Spreadsheet: _____