

**Child Development Division
Community Child Care Support Agency
Grievance Procedures**

The Grantee will follow the Grievance Procedure below:

- a. The Grantee must include general information on the complaint procedures related to Community Child Care Support grant services on all printed and electronic material distributed to recipients of the services. This includes printed material for parents and child care providers such as newsletters.
- b. The complaint procedures should include language that describes the consumer's right to contact the Grantor if attempts to resolve the issue(s) with the Grantee have been unsatisfactory. Said language must include the CDD toll free number, 1-800-649-2642. A copy of the Grantee's grievance policies and procedures must be sent to the CDD upon initial grant award and subsequently each year as part of the re-application for funds process, if there have been changes.
- c. In the event the CDD receives a complaint about services provided by the Grantee agency in any of the categories listed in this grant, CDD will attempt to resolve the concern as quickly as possible by following the steps:
 - i. When a complaint is received, the CDD Grant Monitor or Program Coordinator will contact the Grantee within 24 hours if possible, but no later than three (3) business days to apprise them of the complaint and ascertain what steps may have been taken at the local level to resolve the issue. The executive director or their designee will be e-mailed the nature of the complaint as part of the notification process.
 - ii. After contacting the Grantee, the CDD Grant Monitor or Program Coordinator who works most closely in the related service area will respond directly to the complainant within 24 hours if possible, but no later than three (3) business days. The intent and the parameters of the described service will be clarified to the complainant and the complainant will be encouraged to work with the Grantee for resolution.
 - iii. A summary of the complaint will be e-mailed to the appropriate agency staff, with a copy to the supervisor and executive director or designee.

- iv. If no resolution is achieved within 30 business days, either party may request a review of the issue by the Deputy Commissioner of the CDD. The Deputy Commissioner of the CDD will respond with a recommendation for resolution within 10 business days. Once a resolution of the complaint(s) has been achieved, the CDD will document the resolution and send to all parties.
- v. If there are repeated complaints of a similar nature regarding a particular service area, a particular staff person, or the agency in general, the agency director will be contacted by the CDD Deputy Commissioner or designee for final resolution.
- vi. If no resolution is achieved within 90 days, the Grantor may terminate the grant agreement, giving 30 days notification. The agency(ies) may request a review of the issue by the Commissioner of DCF, who will make the final determination.

Last updated 6/2009