

The Early Childhood Partnership of Adams County  
**Grievance Procedure**

The Early Childhood Partnership of Adams County (ECPAC) Grievance Procedure applies to concerns voiced or written regarding the staff of ECPAC. The following steps are in place in order to assure a fair, impartial and expeditious resolution to complaints that may arise with ECPAC staff and to offer a venue through which other ECPAC staff, partners, providers, funders, vendors, or the community at large can express concerns with decisions and/or services resulting from ECPAC staff's actions. Individuals should have an opportunity to voice complaints or comments in a non-threatening environment.

Step 1:

When possible, the initial concern or complaint shall be brought to the attention of the ECPAC staff member whose actions are in question. The ECPAC staff member shall respond with openness for hearing the complaint and commit to problem solving.

Step 2:

When Step 1 is not possible or does not result in a resolution, the complaint shall be taken to the staff's direct supervisor or designee:

- The Executive Director of ECPAC is the direct supervisor of the other ECPAC Directors
- The Host Agency is the direct supervisor of the other ECPAC Coordinators, although the ECPAC Executive Director can accept the complaint and coordinate with the Host Agency supervisor. In either case, both the ECPAC Executive Director and the Host Agency Supervisor will work together towards resolution.
- The Vice Chair I is the designee for accepting complaints against the ECPAC Executive Director. If the Vice Chair I is not available, the Chair is the second designee and the Vice Chair II is the third designee. The steps taken towards resolution shall be documented and presented to the Executive/Grievance Committee

The supervisor(s) or designees shall respond quickly and gather needed information to either reach a resolution or take appropriate action.

Step 3:

In the event that a resolution or appropriate action is not reached in Step 2, the ECPAC Executive Committee will function as the Grievance Committee, to make final decisions towards resolution or appropriate action.

At this step, the following information shall be documented by the person(s) making the complaint and other involved parties, and the follow up action taken by the Executive/Grievance Committee.

1. What is the nature of the complaint/grievance
2. What steps have been taken thus far to resolve this issue?
3. What are the outcomes of these steps?
4. What is the desired outcome?
5. Executive/Grievance Committee Steps and Decision.
6. Executive/Grievance Committee will document the steps taken towards resolution and determine where the information shall be stored (ie: personnel file, with ECPAC, or other appropriate location)