

## **Everett Public Schools ECEAP PARENT COMPLAINT POLICY**

This policy meets the ECEAP Standard A-10 and incorporates the Snohomish County ECEAP Parent & Community Complaint Policy and Everett Public Schools Policies & Procedures for Complaint Resolution.

ECEAP Standard A-10 Community and Parent Complaints:

Contractors must develop a written procedure for handling parent and community complaints. The procedure must address:

- How to register a complaint.
- Steps and timeline for investigating a complaint.
- Documentation of complaints, including resolution of substantiated complaints.

### **Steps for handling Parent or Community Complaint Resolution**

1. Complainant should first be encouraged to talk to the person involved in attempt to work out the problem.
2. Complainant should also complete the Snohomish County ECEAP Parent & Community Complaint Resolution Form and give it to an ECEAP Staff Member.
3. ECEAP Staff will call Program Coordinator, Lynn Lahey, or Program Manager, Monica DeFelice, to inform of parent complaint and if there was resolution or not. Then ECEAP staff will forward the Complaint Resolution Form to them.
4. If the problem cannot be resolved between the involved parties, complainant can contact the Program Manager. A meeting may be arranged to try to resolve the problem. Program Manager should already have a copy of the Complaint Resolution Form.
5. If the problem is still not resolved the complainant may contact the Program Coordinator for further assistance in resolving the issue.
6. If successful resolution of a complaint still cannot be reached, our ECEAP program will contact the ECEAP Education & Family Support Coordinator, Kristi Reardon, or ECEAP Program Manager, Joe Varano, both at Snohomish County Human Services, who may in turn seek consultation with DEL.

All complaints must be documented through a Parent and Community Complaint Resolution Form and should include:

- The individuals involved
- The steps of action taken
- The anticipated time frame for resolution

When received, Program Coordinator or Program Manager will forward a copy of the Complaint Resolution Form to County Program Manager Kristi and the complainant.

Parent and Community Complaint Forms should be easily accessible at all ECEAP sites at the bottom of the parent bulletin board.

The complaint procedure is included in the parent handbook and will be included in parent orientation.

Parents can also refer to the Everett Public Schools Student Handbook:

3204 – Prohibition of Harassment, Intimidation and Bullying

3205 – Harassment

3210 – Nondiscrimination

3313 – Discipline Grievance Procedure – Informal Conference

A copy of each of the Everett Public Schools Student Handbook policies and procedures should be included in your sites copy of the Policy & Procedures Notebook.

Complaints should be documented in the site notebook Complaint Log, with a copy of the complaint form kept in the family support file.

### **Parent Complaint**

Parent opinions and ideas are important! ECEAP is a large organization with a wide variety of individual values, opinions and personalities. Occasionally, disagreements or conflicts may arise. Therefore, we have set up a communication procedure which applies to all staff, parents and volunteers. If you have a problem, these are the steps to follow:

- Talk directly to the person involved in an attempt to work out the problem. Your Family Support Staff, Teacher or other staff can help you with this if you need assistance.
  - Fill out the Snohomish County ECEAP Parent and Community Complaint Resolution Form, available at your ECEAP site on the parent bulletin board, and give to an ECEAP staff.
- If the problem cannot be resolved at this level go to the ECEAP Program Manager, Monica DeFelice (425) 385-4628. A meeting can be set-up with the involved parties.
- If the problem is still not resolved contact Program Coordinator, Lynn Lahey (425) 385-4089, and a meeting/contact will be made to assist with the problem.
- If problem still persists after these efforts, your ECEAP Program will notify the ECEAP Education & Family Support Coordinator, Kristi Reardon, at Snohomish County Human Services.

We believe open communication is the healthiest way to work out problems. We encourage all parents to speak up and share your ideas, opinions and concerns. Parents should feel comfortable to give their suggestions at any time!