

Grievance Resolution Committee Meeting

June 7, 2019

Members Present: Tiffany Parsons, Teresa Pearson, Sarah Kueser

Discussion:

The committee discussed formalizing a process which future complaints will flow through. We are hoping to establish a script and timeline with which to address future concerns. Future grievance resolution meetings should include the director if at all possible. We also agreed that timely addressing of an issue may take 7 days or more. The committee identified some procedural clarifications which should help resolve this situation concerning summer program enrollment and activity fees. Additionally, discussion must continue about the intent and validity of the two week notice of removal from a program.

Actions taken were: discussion by committee, conferring with Director, refund of \$140 to Webb family, recommendations on procedural updates and policies.

Recommendations:

1. Consider format for future Grievance Resolution procedures. (Consultants may have suggestions.)
2. Establish timeline for Grievance Resolution committee decisions. ---Information on pending decisions/complaints will be given to all parties within 7 days of formal grievance requests.
3. Validate that any parent or staff member who is unsatisfied with the resolution of a situation or activity may address the Grievance Resolution committee.
4. Resolve what a legitimate conflict of interest by Board members may be.
5. Consider revisions to Summer Program sign up date, sheet and non-refundable activity fee for clarity of need and purpose.
 - a. Separate sign up sheet and date for Summer School Age Program. This sheet will review all summer attendance combinations with fees. The sheet will be signed by parents prior to Summer Enrollment date.
 - b. Change "nonrefundable" to a sliding scale of cancellation fees for early termination. For example - 100% refund if no activities have happened. 50% refund if 2 or fewer activities are attended.
6. Consider consistent practice, philosophy and feasibility of 2 week written notice when removing children from our program.
7. Consider dollar amount parameters for Grievance Resolution Committee activities.