

## **GRIEVANCE (CONCERN, COMPLAINT, PROBLEM) PROCEDURE**

From time to time parents are unhappy with the way services are provided or other situations that arise during the course of the year. If you are unhappy with a situation in your child's center we encourage you to: 1) discuss this with your child's teacher or the center supervisor. There is a County Manager in each county responsible for the operations of the centers. 2) After the center supervisor you may contact the central office by telephone at 419-784-2150. If these communications are not helpful then you may follow the grievance procedure outlined below.

Persons having a complaint or concern regarding an area of operation of Northwestern Ohio Community Action Commission – Child Development Programs are encouraged to complete a Grievance form (following this section of the handbook and available at the NOCAC Central Office, 1933 E. Second Street, Defiance, OH 43512) and mail it to the attention of the Child Development Director. The Child Development Director will coordinate the grievance procedure.

A response regarding the area of concern will be sent within 7 days to the person sending in a written complaint. This response may include an explanation of operations and/or a plan of action to correct a situation.

Following the receipt of the agency response, persons may request or provide additional information by phone or Grievance form. Persons making a grievance following the above procedure will be kept confidential if requested. Grievances may be discussed with appropriate staff as needed.

**SAMPLE GRIEVANCE FORM** -- To get a copy of the form, ask your teacher or any NOCAC staff member.

**N.O.C.A.C. CHILD DEVELOPMENT**  
**1933 E. Second St, Defiance, OH 43512**  
**419-784-2150**  
**Send form to the Attn: Janet Yaros**

### **GRIEVANCE FORM**

**Explanation of Concern**

**Suggestions for Improvement:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone Number: \_\_\_\_\_

