

Procedure regarding Personnel or Program

The normal channel for complaints concerning the employees or program of Great Steps Ahead shall be from complainant to specialist providing services. Every effort will be made to satisfy the complainant at the earliest date with the employee. If the complainant is not satisfied, he shall be referred to the Director who will meet with the complainant in an attempt to resolve the concern. Complaints not resolved after speaking with the Director shall be submitted in writing to the Director before further processing. The written report of the complaint shall include but not limited to the following:

1. Name of the employee involved.
2. A brief but specific summary of the nature of the complaint and the facts surrounding same, sufficient to inform the Director and the employee of the situation.
3. A signed original of the complaint.

Upon receipt of a written complaint, the Director will meet with the complainant and employee with the objective of obtaining a resolution to the complaint. The funding agency will be informed of the complaint and be invited to the meeting. If no resolution of the complaint is obtained, the Director shall decide what further action to take. All parties will be notified in writing of the results and actions taken within 30 days of the receipt of the written complaint. Funding agency will be advised and a copy of the decision will be forwarded to them.