



Sierra Nevada Children's Services



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Grass Valley Office:

420 Sierra College Drive, Suite 100
Grass Valley, CA 95945

530.272.8866 — Fax 530.272.1354

info@snCS.org
www.snCS.org



**Complaint
Procedure**



Sierra Nevada Children's Services
enriches the community by
supporting quality child care
and empowering families



WHAT IS A COMPLAINT?

Sierra Nevada Children's Services (SNCS) must comply with State and Federal laws and regulations when administering its programs. A complaint is an accusation that in some fashion SNCS has not acted in compliance with State and/or Federal laws and regulations.

In order to file a complaint, a "Sierra Nevada Children's Services Public Complaint Form" must be completed and submitted to SNCS. These forms are available at the SNCS office and may be requested at any time. A complaint should be submitted as soon as possible. Complaints of possible discrimination must be filed within six months of the incident, or when first discovered.

WHO MAY FILE A COMPLAINT?

Any individual, public agency or organization may file a written complaint of alleged noncompliance. Confidentiality and protection against retaliation are assured.

WHAT INFORMATION MUST BE IN THE COMPLAINT?

The complaint should describe the non-compliance problem and include all the information needed to support the allegation or complaint. Complaint forms and assistance are available at the SNCS Grass Valley Office. The Executive Director shall assure that there is an investigation of the complaint and seek to resolve complaints at the local level. If all parties agree, a neutral mediator may be assigned. All parties shall be notified when a complaint is filed, when meetings are scheduled, and when a decision or ruling is made.

WHERE DO I SEND COMPLAINTS?

You may send a written complaint to:

Executive Director

420 Sierra College Drive, Ste. 100

Grass Valley, California 95945

530.272.8866

Fax 530.272.1354

HOW LONG DOES IT TAKE TO RESOLVE THE COMPLAINT?

An investigative meeting will be held within five working days of receiving the complaint to give all parties an opportunity to present information and question witnesses. Within 60 days of receiving the complaint, the Executive Director shall prepare and send to the complainant a written report of the investigation and decision, including any corrective actions. Civil law remedies may be pursued through local, state or federal aid agencies, offices, or private/public interest attorneys.

WHAT IF I DISAGREE WITH THE DECISION?

You may appeal in writing within 15 days to:

California Department of Education

P.O. Box 944272

Sacramento, CA 94244-2720

You must specify reason(s) for appealing the decision and include a copy of the locally filed complaint and the decision.