



Grievance & Complaint Procedures



Grass Valley Office:

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**Sierra Nevada Children's
Services enriches the
community by supporting
quality child care
and empowering families
to aspire to lifelong success.**



WHAT IS A GRIEVANCE?

Parents and providers are encouraged to share their suggestions and concerns, as this offers a way for our program to better serve their needs. Should a grievance concerning agency policy or practice be brought to Sierra Nevada Children's Services (SNCS) attention, the matter will be forwarded to the Program Director in an effort to resolve the issue. If the matter is not resolved at this level, the complaint will be forwarded to the Executive Director.

Additionally, if satisfaction is not reached through the grievance process, a formal complaint may be filed with the California Department of Education (CDE). Uniform Complaint Policy information may be found in the lobby of SNCS, as well as in both the Parent and Provider Guides.

WHAT IS A COMPLAINT?

Sierra Nevada Children's Services 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, including allegations of unlawful discrimination, harassment, intimidation, bullying and non-compliance. In order to file a complaint, a "Sierra Nevada Children's Services Uniform Complaint Procedure Form" must be completed and submitted to SNCS. These forms are available at the SNCS office, free of charge, and may be requested at anytime. 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. The Executive Director may extend this deadline for up to 90 calendar days for good cause.

WHO MAY FILE A COMPLAINT?

Any individual, duly authorized representative or interested third party, public agency or organization may file a written complaint of alleged non-compliance. 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
Toll Free Number: 888-306-7627(SNCS)

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 (unless the complainant agrees to an extension of time), the Executive Director shall prepare and send to the complainant a written report of the investigation including findings, conclusion of law, disposition of the complaint, rationale, and 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 Social Services
Child Care and Development Division
ccdstakeholders@dss.ca.gov

You must specify reason(s) for appealing the decision, stating how the facts of the agency's decision are incorrect and/or the law was misapplied, and include a copy of the locally filed complaint and the decision.

