

Grievance Procedure

Child Advocates is committed to resolving all issues, concerns and complaints in the spirit of mutual respect. Any personnel-related matters that are identified in the processes below will be handled in a confidential manner.

Any individual who starts or completes training should receive a copy of this procedure at the point of case assignment. If an Advocate wishes to file a grievance, the steps in either Section A or B should be followed, as appropriate.

An active volunteer, or any interested party as defined below, has the right to file a grievance against Child Advocates, or staff, by following the steps in Section Step C or D, as appropriate.

Should any of the person(s) with whom an Advocate interfaces feel the need to access this grievance process, they should be given a copy of this document. The individual(s) signature indicating receipt of this form should be obtained, and the steps as outlined in Section D should be followed.

A. Trainees

1. Discuss the issue with the Volunteer Services Director.
2. If resolution is not reached, submit the concern in writing to the Executive Director.

B. Graduates of Training Program (Status prior to selecting a child)

1. Discuss the issue with the Supervisor or PC who conducts the second interview.
2. If no resolution is reached, submit the issue in writing to the Volunteer Services Director.
3. If resolution is still not reached, submit the concern in writing to the Executive Director.

C. Active Volunteers

1. Discuss issue with Advocate Supervisors and try to reach a mutual agreement.
2. If no resolution, submit the concerns/issue in writing to Director of Programs.
3. If the volunteer does not feel that the complaint was addressed adequately in step two, submit issue/concern in writing to the Executive Director. The Executive Director will provide a final, written response within five business days from when the complaint was received.

D. Interested Parties: Attorneys, Caregiver, Social Worker, Educators, Mental Health Professional and any other person

1. Discuss issue with Advocate's Supervisor or Peer Coordinator.
2. If concerns are not resolved, issue should be submitted in writing and submitted to Director of Programs.
3. If the individual does not feel that the complaint was addressed adequately in step two, submit issue/concern in writing to the Executive Director. The Executive Director will provide a final, written response within five business days from when the complaint was received.

E. If Advocate wishes to contest decision by the Executive Director, they may Petition for Court for a Hearing.

F. All documentation related to grievance filed by or against the volunteer shall be retained in the volunteer's file.

Name: _____

Signature: _____

Date: _____

By signing above, I acknowledge that I have read and received a copy of the grievance procedure