

## **Kids Stuff Center Parent Grievance Policy**

The Kids Stuff Center Administrative staff makes every effort to solicit, evaluate, and resolve parent concerns regarding the program's effectiveness in meeting the needs of the children and families served.

### **Step One: Informal discussions**

All parent concerns regarding the facility, staff, curriculum, or policies should be reported to the Center's Site Director. The Site Director is always available during operating hours to discuss parent issues, concerns or complaints either in person or by phone.

### **Step Two: Parent Meeting**

If desired, Kids Stuff Site Director will schedule a meeting with the parent to further discuss and resolve complaints immediately.

### **Step Three: Unresolved Complaints**

If the situation remains unresolved to the parent's satisfaction, they must submit a written grievance to the Site Director. Unresolved complaints will be referred to Kids Stuff Executive Directors for evaluation and action. The Executive Director's will set up a meeting with the parent(s) within 5 business days.

### **Step Four: Board of Directors**

If no resolution is reached the Executive Director must submit a signed written statement detailing the attempts at conflict resolution to Kids Stuff's Board of Directors. The Board will provide a written resolution within a reasonable time period.

### **Step Five: ICCP**

Those grievances which remain unresolved at the conclusion of the site procedure may enter the formal ICCP Grievance process. Please contact ICCP Administrator Traci Stubbler at 949-724-6635 or [tstubbler@cityofirvine.org](mailto:tstubbler@cityofirvine.org) to learn more about the ICCP Grievance Process.

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent Signature: \_\_\_\_\_ Date: \_\_\_\_\_