

## Participant Grievance Procedure

If a potential participant or a participant of a program, which Community Action of Southeast Iowa operates, has a grievance, the following steps should be taken to address the concern:

1. The participant should speak directly with the person involved with the concern at the local level and try to resolve the concern.
2. If this does not resolve the conflict, the participant may put the concern in writing and submit it to the Program Director. The following details should be included:
  - The date and location of the incident.
  - An explanation of the specific incident.
  - A list of all individuals involved in the incident.
  - A brief summary of the attempt made to resolve the incident.
3. If the conflict involves an allegation of discrimination, the concern will be submitted to the Equal Employment Opportunity/Affirmative Action Officer and the Executive Director by the Program Director. The process will then proceed to step 5 and be handled by the Executive Director.
4. The Program Director will meet with the person involved to resolve the concern within five working days. This decision will be put in writing to the persons involved within five working days of the meeting and will include information on the right to appeal the decision.
5. If the participant is not satisfied with the decision, he or she may send a written appeal to the Program Director and Community Action's Executive Director, who will meet with all parties involved within five working days of receiving the appeal and make a decision on the grievance. The written decision will be made within five working days of the meeting.

If the participant is with the Head Start or Early Head Start program and the decision is not satisfactory, he or she may submit a written appeal to the Policy Council within five working days of the decision. The Policy Council will review the appeal at the next regularly scheduled meeting and prepare a written decision within five working days.
6. If that decision is not satisfactory, the next step is to take the grievance to the Community Action Board of Directors. Members of the Board will meet with those involved within 10 working days to hear the grievance and issue their decision within 5 working days.
7. If the decision of the Board is not satisfactory to the participant, the final step is for the participant to pursue their rights outside of the agency. Information concerning the program funding source or state office involved with the program will be provided in writing to the participant such as the Iowa Division of Community Action Agencies, Head Start Office or Civil Rights Commission.

EO: February 1997; January 2005; September 2007; September 2012; February 2015

## Participant Grievance Appeal Form

Community Action of Southeast Iowa is committed to providing equal opportunity in employment and program participation for all people without regard to race, color, creed, national origin, religion, pregnancy, sex, gender identity, sexual orientation, age, physical or mental disability, genetic information, veteran's status, uniformed service, or any other characteristic protected by federal, state or local law.

You have a right to appeal a decision made regarding your grievance. Please follow the guidelines laid out in the Participant Grievance Procedure which lists instructions and timelines.

You may complete and submit this form or include the applicable information and submit it in writing.

Name of person submitting the appeal \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Date of incident \_\_\_\_\_

Location of incident \_\_\_\_\_

Explanation of incident \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Brief summary of attempt(s) made to resolve the incident \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please see Participant Grievance Procedure for the appropriate person to whom to submit your appeal.

Submitted to: \_\_\_\_\_ on (date): \_\_\_\_\_

Submitted to: \_\_\_\_\_ on (date): \_\_\_\_\_