

# POLICY AND PROCEDURE MANUAL

## **TITLE:        REGISTERING COMPLAINTS AND GRIEVANCES**

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**POLICY:**     Shore strives to provide high quality services, as directed by students' individualized education programs, curriculum standards and best practices. However, students, clients, parents, and employees have the right to register complaints regarding their education, care, employment with Shore as well as outside agencies

### **PROCEDURES:**

1. Staff, students, clients and parents, upon acceptance to Shore and annually thereafter, will be notified of their rights to register complaints or grievances with the educational or therapeutic services they are receiving at Shore.
2. There will never be any adverse consequences taken for filing a complaint. Should there be any retribution for complaints made toward the complainant, a Shore Administrator, up to and including the Executive Director should be notified immediately.
3. Attempts to resolve complaints should be made immediately by the Administrator in charge of the program, but no later than 5 school days after the complaint is made.
4. The actions taken, whenever possible, to resolve the complaint will be conveyed to the complainant and to the school district with whom the student is registered.
5. When matters rise to level of a grievance, particularly related to issues of discrimination or harassment regarding sexual orientation, gender identity, disability, age, ethnicity, religion, and all other protected statuses, this should be immediately communicated to the H.R. Administrator, Assistant Executive Director or Executive Director.
6. It is the responsibility of the Executive Director to investigate or oversee the investigation into the subject of the grievance and institute remedies to address these in a timely manner. Parties to the grievance should be informed within (10) working days of the findings and suggested action(s) taken to address the grievance, and/or the status of the investigation and approximate timelines for a plan of action.
7. The Executive Director/designee will report grievances to the appropriate state agencies and school district as required.