



GRIEVANCE PROCEDURES FOR PARENTS

Circulo de Amigos Child Care Center policy is that each Family continuously receives Kind and fair treatment in every aspect. The Center is committed to preserve and improve cooperation and harmonious relationships among all Center employees and Families

Circulo de Amigos Child Care Center urges parents and/or guardians to bring any issues to Circulo de Amigos Child Care Center attention so we may find a successful resolution between both parent and provider. The following are the steps that parents and/or guardians need to take in trying to resolve issues that come up.

Grievance Procedure

Step 1: In order to begin the process, parents are encouraged to voice your opinions frankly and constructively. The staff members will respond in a timely manner.

Step 2: If you are not satisfied with the respond, please contact the director of the Center. If possible and appropriate a meeting will be arranged for you, the Lead Teacher and the director.

Step 3: If you concern is of an administrative issue, the grievance can be forwarded to the director in writing. The director will respond within 15 working days. All decisions by the Executive Director accordance with this procedure shall be final.

I have read this Grievance Policy and understand the appropriate steps that I am asked to follow.

Parent/ Guardian Signature

Date

Center's Representative

Date