

MANUAL TITLE:	Kinder Village
POLICY TITLE:	Grievance Procedure for Parents
POLICY NUMBER:	XI-01
PAGE:	1 of 1
EFFECTIVE DATE:	
MINNESOTA STATUTES:	245A.04

The following procedure is designed to permit persons served by Kinder Village to bring a grievance related to the Kinder Village program, staff, or facility to the highest level of authority in the program. These procedures provide for a method of prompt review, impartial consideration and equitable disposition of any grievance. Parents/guardians are to be treated fairly in all respects. Parents/guardians who feel that they or their children have been subjected to unfair treatment or discrimination have the right to present their grievance following the procedures described below. A grievance is defined as a parent's dissatisfaction with any aspect of Kinder Village, which he/she brings to the attention of the Director. The person filing a grievance should be free from constraint, coercion, discrimination, or reprisal. When grievances arise, they should not be considered as an unfavorable reflection on the parent/guardian, but rather as a parent's right. Steps in a grievance procedure:

1. The parent/guardian should present his/her grievance to the Director in writing.
2. All grievances are fully investigated and include interviewing the complainant, employees involved, and any other pertinent people.
3. It is the goal of Kinder Village to provide the complainant a verbal or written response to a grievance within 3 business days.
4. Kinder Village will in no way retaliate against an individual because of a grievance filed against Kinder Village.
5. If the parent/guardian is not satisfied with the response of the Director, the parent/guardian may then present his/her grievance in writing to the COO of Episcopal Homes. The COO will then confer with the Director on the grievance, and make a decision based on all evidence.
6. All communications and decisions will be placed in the child's file.