



Oklahoma Child Care
RESOURCE & REFERRAL ASSOCIATION, INC.

Complaint Policy

State Network Office

Board Approved

December 15, 2004

Purpose:

Oklahoma Child Care Resource & Referral Association may receive complaints from clients served by regional child care resource and referral (CCR&R) staff or community Smart Start staff. The purpose of this policy is to ensure that a fair, equitable, and efficient method is followed for handling the complaint that is respectful of the complainant and the staff member and / or regional or community subcontractor involved.

Policy:

1. Network staff will assure complainant that the situation will be investigated. The staff member will write down the issues as presented by the complainant and make no remarks that would indicate agreement or disagreement or concern with the complaint as presented by the complainant. The complainant will be informed that the Network will investigate the complaint and respond to the complainant.
2. Network staff will contact the CCR&R agency or community director to advise them of the complaint and ask for a report.
3. Network staff will review documentation provided by that the agency or community director that demonstrates that complainant exhausted options detailed in the local CCR&R agency or community coalition's complaint policy.
4. Network staff will provide a verbal or written response to the complainant within 72 hours of Network notification of complaint.
5. Network will share a written report of the complaint history and investigation with the appropriate contract manager assigned by the funder for CCR&R or Smart Start.
6. Should the complainant continue to have concerns, the Network staff will share the complaint to the Chief Executive Officer. The CEO will review the complaint history documentation and follow up with the complainant and the appropriate agency or community director.
7. If a resolution cannot be reached through mutual agreement between the CCR&R or community representative, the Network and the complainant, a face-to-face meeting in the county of the complainant's choice will be scheduled.
8. If after a face-to-face meeting, a resolution has not been met, the Network Chief Executive Officer will provide a written description of the complaint including the CCR&R or community's response and Network response to the Network Board and to the funder.