

**OSU Extension Service Family Care Connection
for Lincoln County
Child Care Resource & Referral
Grievance Policy**

Oregon State University Extension Service's Family Care Connection for Lincoln County strives to provide quality services to families, individuals, child care providers and community agencies within our communities.

In the event a family, individual, provider, and/or agency has a grievance regarding services provided by Family Care Connection we encourage an informal process be followed first. This involves presenting grievances to the individual who is the subject of the grievance, when possible. If this does not resolve the issue, an appointment can be made to discuss the issue with the Family Care Connection Director who is the Director for the Child Care Resource & Referral program. The Director will then attempt to resolve the grievance informally. If the grievance is against the Child Care Resource & Referral Director, the grievance should be submitted to the Family Care Connection Advisory Council Chairperson.

If the complaint can not be resolved informally and you are not satisfied a letter of complaint must be submitted. This letter authorizes the Family Care Connection Director, or the Advisory Council Chairperson to investigate the grievance and discuss it with those involved.

The subject of the grievance shall be provided a copy of the written complaint and shall have five working days to present a written response to the Director or Chairperson, who will make a recommendation to both parties to resolve the complaint, if possible.

If the family, individual, provider, and /or agency is still not satisfied with the results, they can request the issue be reviewed by the Family Care Connection Advisory Council. The Advisory Council will review the written grievance and response, investigate, and meet with the complainant and others. An opportunity will be provided for all parties to meet with the Advisory Council, as they deem necessary. A determination will be made within fifteen working days of the receipt of the issue.

Contact information:

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