

<b>Area:</b>	Program Governance
<b>Subject:</b>	PG20 – Grievance Procedures/Internal Dispute Resolution
<b>Reference:</b>	1304.50, 1301.31(a)(7)
<b>Policy:</b>	Implementation of Grantee's grievance procedures will be determined by the nature of the complaint. Central California Migrant Head Start and the Stanislaus County Office of Education will use written procedures for resolving internal disputes, including impasse procedures, between each of the Governing Bodies and the policy groups when necessary.

**Procedure:**

1. The SCOE Board adopted Policies are adhered to for the following types of grievances within CCMHS/SCOE:
  - a. 1312.1 BP Complaints Concerning County Office of Education Employees
  - b. 1313.1 AR Complaints Concerning County Office of Education Employees
  - c. 1312.3 BP Uniform Complaint Procedures
  - d. 1312.3 AR Uniform Complaint Procedures
  - e. 1312.3E Uniform Complaint Procedures
  - f. 1312.4AR Williams Uniform Complaint Procedures
  - g. 1312.4E Williams Uniform Complaint Procedures
2. California School Employees Association members and their supervisors shall follow Grievance Procedures as outlined in the current CSEA Articles of Agreement.
3. Grievances regarding the Head Start program will follow the following procedures:
  - a. All grievances will be addressed using the follow the chain of command as outlined below. Time allowed for resolution of the complaint at each level of authority is indicated in parenthesis. Allocation of time allowed will be followed before progression to the next level of authority. Grievances that progress beyond the Child Development Supervisor I/II/III will be in writing.
    - i. Teacher/Family Service Worker/Project Technician (2 days)
    - ii. Child Development Supervisor II or III/Disabilities Supervisor (3 days)
    - iii. Early Childhood Program Coordinator/CDS III (5 days)
    - iv. Director II (7 days)
    - v. Executive Director (10 days)
    - vi. Policy Council (30 days)
    - vii. Superintendent of Schools/Governing Body (45 days)
4. When the Central California Migrant Head Start Policy Council (CCMHSPC), the Stanislaus Head Start Policy Council (SHSPC), or the Stanislaus County Office of Education Policy Committee (SCOEPC) cannot agree with the governing body on an issue for which they have the right to approve or disapprove (PG15), the item is submitted to the Executive Director with documentation of such action including a letter from the Policy Council/Committee explaining the reasons for the disapproval within two days of the action.
5. The Executive Director will initiate the Binding Arbitration Agreement for Resolution of Impasse after receipt of such letter.

**Supervised by:** Determined by type of complaint

**Performed by:** Determined by receiving staff member

**Forms needed:**

**Frequency:** Each occurrence