



Grievance – Complaint Procedure

The Mission of the Early Learning Coalition of Marion County (ELCMC) is to provide leadership and foster partnerships to optimize a quality early learning environment for our children through child care, pre-kindergarten and parent education.

ELCMC views any complaint or grievance as an important matter and any complaint or grievance receives the immediate attention of the appropriate individual at the Coalition.

If a customer/provider has a complaint or grievance to be filed, the request must be documented on the Complaint Report. This Report can be found on the Coalition's website, www.elcmarion.org, or by contacting the Coalition office at 352-369-2315 and speaking with the Front desk administrator.

After receiving the completed Complaint Report, it is forwarded to the appropriate Officer or designee. The Officer or designee begins to investigate and resolve the issue. The Officer or designee will make direct contact with all parties involved in the Complaint and all findings will be documented and kept on file in the appropriate Department at the ELCMC offices. The Chief Executive Officer or designee will review and make a reasonable effort to act on a properly filed complaint within 10 days of receipt of the request. If a meeting is scheduled to resolve a complaint or grievance and any of the parties involved fails to appear at the designated time and date of the meeting with the Chief Executive Officer or designee, the decision of the ELCMC will be final.

The ELCMC utilizes guidelines established by the Department of Children and Families for reporting program licensing violations and suspected abuse and neglect. These procedures will continue to be utilized for all complaints or grievances received by the ELCMC against parent, child care providers, or community affiliates. All complaints are documented as outlined in the established guidelines. Documentation is kept confidential and maintained in the ELCMC office. ELCMC shall make available to the public information regarding parental complaints on request to comply with federal regulation 45 CFR 98.32.

In the event fraud is suspected in any complaint situation all information will be supplied to the appropriate Florida Department of Law Enforcement office for investigation.

In the event the Coalition revokes a provider contract for misrepresentation of enrollments or attendance for funds related to the SR/VPK programs, the Coalition shall refrain from contracting with, or using the services of, PROVIDER for a period of five (5) years.

***Complaints or Grievances can be dropped off, mailed or faxed to:
Early Learning Coalition of Marion County
2300 SW 17th Road
Ocala, FL 34471
Fax: (352) 369-2475***



Grievance – Complaint Report Form

Name _____

Address _____

Phone Number _____

E-mail address _____

Summary of Complaint:

Please use separate sheet of paper if additional spaces are needed

Signature

Date

Summary of Outcome: (Office Use Only)

Staff Signature/Title: _____ **Date:** _____