

Grievance Procedure

In any community, there are inevitable situations or conflicts. Mutual respect, tolerance and clear, honest communication is vital to resolving conflict within the center. We believe that a strong partnership with families serves the best interest of the child, and we encourage your participation in the program. If a specific classroom concern arises, you should discuss the situation with the appropriate teacher. They will work with you to resolve the situation. If you feel that the issue was not corrected, please do not hesitate to contact the center director. The center administration, the director or assistant director, should be contacted anytime you have a need, concern or suggestion. We will listen to your concern and take action, as appropriate, to rectify the situation.

If you feel the issue has not been resolved after contacting the director then you may submit your grievance, in writing, to the *A Place To Grow New Hope Child Care Center* Board of Directors.