



## Complaint and Grievance Policy

Training@First5 responds to all complaints and/or grievances about refunds, course content, certificates or other miscellaneous occurrences and responds in a timely and ethical manner. All publicity materials must include the following statement:

**“GRIEVANCES:** While First 5 Alameda County goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the First 5 staff which will require intervention and/or action on the part of the staff. Please read First 5 Grievance Procedure and/or contact Beth Hoch, Training Administrator, Beth.Hoch@First5Alameda.org or (510) 227-6938..”

First 5 Alameda County (F5AC) is fully committed to conducting all activities in strict conformance with the California National Association of Social Workers, the California Association of Marriage and Family Therapists and the Board of Registered Nurses. F5AC will comply with all legal and ethical responsibilities to be non-discriminatory in promotional activities, program content and in the treatment of program participants. The monitoring and assessment of compliance with these standards will be the responsibility of the Training Administrator in consultation with the members of First 5 Program Leadership Team, the Chief Operating Officer and the Chief Executive Director. While F5AC goes to great lengths to assure fair treatment for all participants and attempts to anticipate problems, there will be occasional issues which come to the attention of the training/event staff which will require intervention and/or action on the part of the staff. This procedural description serves as a guideline for handling such grievances.

When a participant, files a grievance and expects action on the complaint, the following actions will be taken:

- The complaint will be put into writing by a staff member or the complainant.
- If the grievance concerns a speaker, the content presented by the speaker, or the style of presentation, the individual filing the grievance will be asked to put his/her comments in written format. The Training Administrator will then pass on the comments to the speaker, assuring the confidentiality of the grieved individual.
- If the grievance concerns a workshop offering, its' content, level of presentation, or the facilities in which the workshop was offered, the Training Administrator and the F5AC Office Manager will mediate and will be the final arbitrator. If the participant requests action, the Training Administrator will:
  - provide a partial or full refund if there is a training fee
- All grievances will be recorded and kept in the “Grievance” folder on the J Drive in the Training@First5 Protocols and Procedures folder.
- The Training Administrator and Senior Administrator will attempt to arbitrate the grievance.

- Refund Requests – Requests for refunds due to training dissatisfaction will be issued on a case by case basis.
- Course Content Complaint – Complaints about course content will be given to Beth Hoch, Training Administrator, who will provide feedback to the trainer and ensure follow up is given to complainant.
- Complaints about facilities - Complaints about facilities will be given to Charla Black-Edwards, [Charla.Black-Edwards@First5Alameda.org](mailto:Charla.Black-Edwards@First5Alameda.org) (510) 227-6917, Office Manager, or Beth Hoch, [Beth.Hoch@First5Alameda.org](mailto:Beth.Hoch@First5Alameda.org) (510) 227-6983) Training Administrator who will work together to address the concern. Charla Black-Edwards, Office Manager will follow up with complainant about final resolution of the concern.
- Non-Receipt of Certificates – Complaints about CEU certificates can be given to Lea Yancey, [Lea.Yancey@first5alameda.org](mailto:Lea.Yancey@first5alameda.org) (510)227-6973, Administrative Associate for Training@First5 or Beth Hoch, Training Administrator.
- Miscellaneous Complaints – All other complaints or grievances can be given to any First 5 Alameda County staff who will forward the complaint to the Training Administrator or any First 5 Alameda County staff member.