

**ELWYN
ACT 89 SERVICES – NONPUBLIC SCHOOL PROGRAM
EDUCATION DIVISION**

SUBJECT: **GRIEVANCE POLICY**

PURPOSE: To establish a fair and just system to resolve student, family, advocate concerns or appeals, in a timely fashion.

POLICY: To ensure that concerns and appeals are handled promptly and efficiently.

PROCEDURES:

- 1) Any parent, legal guardian, or child fourteen (14) yrs. or older shall have the right to complain about any aspect of service, including the exercise of his or her rights and the quality of treatment, without fear of reprisal. A complaint may be issued orally or in writing, however, staff will need to document all complaints on the Grievance Complaint Form
- 2) The complaint may be made to any staff within the Nonpublic School Program in which the student is receiving services.
- 3) Assistance may be requested from any staff within the Nonpublic School Program in which the student is receiving services to file the complaint.
- 4) The complaint shall be given to the Department Facilitator/designee for resolution.
 - a) The Department Facilitator/designee shall attempt to resolve the issue within 48 hours, excluding weekends and holidays.
 - b) The Department Facilitator/designee shall meet with the complainant to review the decision.
 - c) The Department Facilitator/designee shall forward a copy of the complaint to the Division Director, Service Line Executive Director and the Director of Quality Improvement for tracking purposes.
- 5) If the complainant is not satisfied with the decision it may be appealed.
 - a) The appeal shall be made to the Director of Education - Philadelphia.
 - i) All documentation involving the investigation into the complaint shall be forwarded to the Director within 10 (ten) business days.
- 6) If the complainant is not satisfied with the decision it may be appealed.
 - a) This appeal shall be made to the Service Line Executive Director.
 - i) All documentation involving the investigation and responses shall be forwarded to the Service Line Executive Director within 10 business days.
- 7) The Service Line Executive Director shall respond, in writing, within 15 business days.
- 8) If the complainant is still not satisfied they may file a further appeal with the Intermediate Unit #26:

Philadelphia School District
Office of Nonpublic Programs
440 North Broad Street
Philadelphia, PA 19130
- 9) All services shall continue while the complaint is being investigated.

10) All investigations into the matter shall be documented and copies of the complaint and responses shall be filed in the student's file

RESPONSIBILITY: Nonpublic School Program Staff

APPROVED

09/08/2015
EFFECTIVE DATE

ELWYN, INC.
ACT 89 – NONPUBLIC SCHOOL PROGRAM
EDUCATION DIVISION

Grievance Complaint Form

1. Directions for completing form:

- A. Complete section 2 of the form. If you need assistance in completing the form, ask someone you trust. It can be a friend, family or staff.
 - B. Give a copy of the form to any member of the treatment team.
 - C. You should expect to a decision to be made with 48 hours of the complaint.
 - D. If you are not happy with the response you may appeal to the next level. The Department Facilitator can help you with this process.
-

2. Complaint:

Your name/Child's name: _____

When did it happen? _____

Where did it happen? _____

Briefly describe what happened:

Who helped you fill this form out? _____

How can we reach you? _____

2. Resolution:

Signature/Title

Date