



Special Kids Connect Grievance Policy

Purpose:

Special Kids Connect (SKC), as a contractor of the Family Resource Centers Network of California (FRCNCA) through its Community Navigator Program (CNP), is committed to ensuring that all clients have access to a fair, transparent, and timely process to address concerns or complaints. This policy is designed to complement the FRCNCA Grievance/Complaint Policy and outlines the steps for resolving issues at the SKC level before escalation to FRCNCA if necessary.

Definition of a Grievance:

A grievance is defined as a formal complaint or expression of dissatisfaction by a client (self-advocate or family member) regarding services provided by Special Kids Connect under the Community Navigator Program.

Procedure:

1. Initial Resolution Attempt:

- Clients are encouraged to address concerns directly with their assigned Community Navigator (CN) or relevant SKC staff. This discussion should be approached with respect and a willingness to understand and resolve the issue promptly.
- If the issue is resolved at this stage, no further action is required.

2. Formal Grievance Filing:

- If the issue remains unresolved, the client may file a formal grievance with Special Kids Connect. This can be done by submitting a written complaint via email or standard mail to Special Kids Connect's Community Services Director or Executive Director.
- The written complaint should include:
 - Client's name and contact information
 - Description of the concern or complaint
 - Any steps taken to resolve the matter
 - Desired outcome or resolution

3. Acknowledgment and Review:

- SKC will acknowledge receipt of the grievance within five (5) business days.
- An internal review will be conducted, which may include discussions with the involved parties, review of documentation, and assessment of relevant policies and procedures.

4. Resolution Meeting (if necessary):

- If required, SKC may schedule a meeting with the client to discuss the grievance and potential solutions. This may occur in person, over the phone, or via videoconference, depending on the client's preference.

5. Final Decision and Response:

- A written response outlining the findings and any proposed resolution will be provided to the client within ten (10) business days following the review.
- SKC will document all grievances and resolutions for accountability and quality improvement purposes.

6. Referral to FRCNCA Grievance Process:

- If the client is not satisfied with SKC's response, they will be informed of their right to escalate the grievance to the FRCNCA grievance/complaint process.
- SKC staff will support the client in filing the grievance with FRCNCA if assistance is requested, including completing the online grievance form at <https://frcnca.org/CNP/>

7. Documentation and Record Keeping:

- SKC will maintain records of all grievances and their resolutions in a secure and confidential manner, accessible for audits or FRCNCA review if necessary.

Contact Information:

Special Kids Connect – Executive Director
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Commitment to Non-Retaliation:

Special Kids Connect strictly prohibits retaliation against any client who files a grievance. All grievances are handled confidentially and with respect to the client's privacy.

Policy Review:

This policy will be reviewed annually or as needed to ensure alignment with FRCNCA standards and community needs.