

National CASA Association Grievance/Complaint Procedure within the Network



Overall Approach:

The following procedures apply to complaints about actions taken by National CASA or its staff. They do not apply to grievances concerning actions of volunteers in individual cases or actions by our member programs and state organizations.

National CASA recognizes that an effective process for handling member complaints is an opportunity for us to improve. National CASA staff members may receive complaints from National CASA Association member local programs and state organizations through e-mail, telephone calls, letters, in person, or during on-site program visits. In every case, the goals of our complaint-handling procedure are to:

1. Respond quickly, clearly and courteously to all complaints. Even if a complaint is ultimately determined to be unfounded, the individual should feel she or he has been heard and treated fairly.
2. Resolve complaints directly with the individuals involved and on the first contact when possible.
3. Document complaint information so that we can analyze and incorporate it into ongoing quality improvement.

Informal Complaint Process:

The individual may elect to have the matter handled informally. In that case, the staff member who is the point of first contact will attempt to resolve the concern, immediately if possible. If further information is needed, the staff member should discuss a timeline with the complainant and let the person know who at National CASA will respond and by what means.

Information conveyed to staff members under this informal process should be documented as to the root cause of the concern and how it was resolved.

Formal Complaint Process:

The individual may elect to file a formal complaint either by email or by signed letter addressed to any staff member. The following procedures will apply:

1. *Notification to supervisor:* The staff member receiving the complaint will discuss the complaint with her or his supervisor. The supervisor will decide how the complaint should be addressed and who within the organization should be notified based upon the nature of the complaint. If the complaint directly concerns the supervisor, the staff member shall include the next level of supervisor in discussion about the complaint.

2. *Acknowledgment of receipt of complaint:* The supervisor will send a letter or e-mail to the complainant within 14 days of receiving the complaint, acknowledging that the complaint has been received and referencing the timeline below.
3. *Initial resolution of the complaint:* Within 60 days of receipt of the complaint, the complainant will be notified by letter or email of the status of the complaint. If a decision or resolution has not been reached, the notice will include an estimated timeline for resolution, and the complainant will be notified when a decision or resolution has been reached.
4. *Request for reconsideration of initial resolution:* If the complainant is not satisfied with the resolution or decision, he or she may submit the complaint in writing to the Chief Executive Officer within 30 days of notice of the initial decision. The Chief Executive Officer will respond to the complainant within 60 days of receipt of the written complaint. For complaints not involving the Chief Executive Officer, the decision of the Chief Executive Officer is final. If the complaint concerns the Chief Executive Officer, the complainant may submit the complaint in writing to the Executive Committee of the Board of Trustees within 30 days of notice of the initial decision. The Executive Committee will respond to the complainant within 60 days of receipt of the written complaint. For complaints involving the Chief Executive Officer, the decision of the Executive Committee is final.