

Early Learning Coalition

of Pinellas County, Inc.

Policy: ELCPC-10.1	Title: School Readiness and Voluntary Prekindergarten Grievance/Dispute Resolution Policy	
	Review Date: 7/21/2008	Next Review Date: 7/1/2010

References: Coalition Plan

Purpose: To establish a procedure for School Readiness and Voluntary Prekindergarten providers and consumers to appeal a Coalition decision to impose a corrective action, funding sanctions, contract termination or non renewal of a contract for non-compliance of program requirements outlined in the School Readiness or Voluntary Prekindergarten contract and guidelines.

Background: All Coalitions are required to have a process for providers and consumers to dispute decisions made by the Coalition or its contracted primary contracted.

Policy:

The following procedures must be followed when a Provider/Consumer desires to appeal a decision made by the Coalition:

1. If the provider/consumer does not agree with the decision made by the Coalition or its designee, the provider must file a request with the Executive Director of the Coalition for review within ten (10) calendar days upon receipt of the decision as outlined in the non-compliant notification letter sent via US Postal Service certified mail.
2. The request for review must be in writing. It must include the name and address of the provider/consumer and the reason they are requesting a review of their situation.
3. If the provider fails to request a review within ten (10) calendar days the Coalition decision will be final.
4. The Executive Director of the Coalition will respond to all requests for review within five (5) business days.
5. If the provider/consumer is not satisfied with the response above, they may submit a written request for a formal audience with the Executive Committee within ten (10) calendar days.
6. The Executive Committee will set a date for the meeting within thirty (30) calendar of receiving the request.
7. The provider/consumer will be notified of the meeting date with the Executive Committee. Failure to appear will render the Coalition decision as final.
8. The Executive Committee will have ten (10) business days from the date of the meeting to render their decision. The Committee's decision is final.

Other: All correspondence must be submitted in writing to;
 Early Learning Coalition of Pinellas County, Inc.
 5735 Rio Vista Dr.
 Clearwater, FL 33760