

## **Information for Providers about Our Grievance Process**

It is common for child care providers to have questions about their facility summary report. Occasionally, child care providers raise objections or disagree with some aspect of the report. This document outlines the steps that providers may follow if they have questions about their report.

### **Step 1: Talk with your consultant about your questions or concerns.**

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Your consultant is available to clarify and offer guidance about the NCRLAP assessment and grievance processes. In most situations, questions you raise can be addressed in an informal way (e.g., often with a simple telephone call to the NCRLAP regional coordinator).

### **Step 2: Write a letter to NCRLAP explaining your grievance within 30 days of receiving your report.**

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If you decide to proceed beyond Step 1, we ask that you write a letter to fully describe your grievance. The letter should be submitted to your consultant within 30 days of receiving the facility summary report. Your consultant will forward your letter to NCRLAP. The letter should include the following:

- Facility Name and contact information (e.g., provider's name, telephone, and mailing address)
- Assessment date(s), rating scale used, and assessor name(s)
- Description of your grievance for each item (please identify the item/indicator number).

After NCRLAP receives your letter, the Regional Coordinator will provide you with a written response to every question or concern raised in your letter.

### **Step 3: Grievance Meeting**

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If you are not satisfied with our response letter, you may ask your consultant to set up a meeting where all of the "stakeholders" discuss your concerns. Participants usually include a classroom teacher, director/home provider, consultant, DCD supervisor, assessor, regional coordinator, and the NCRLAP project coordinator.

### **Step 4: Remedies**

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Any mistakes in the summary report or assigned scores will be corrected and a revised summary report will be resubmitted to the provider and consultant—even if changes do not alter the total points received in program standards. In some cases a reassessment may be warranted. All available options will be discussed with you so that you can make the best decision for your program.