**Community Grievance Procedure**

**Objective:**

Child Advocates of Navarro County appreciates the community sharing its suggestions, complaints, and grievances, so that Child Advocates of Navarro County can address and resolve any concerns as appropriate. This Community Grievance Policy is intended to provide community members with a method to constructively communicate grievances

directly to Child Advocates of Navarro County.

**Scope:**

This policy describes how community members, or the public, can communicate their grievances to Child Advocates of Navarro County. For the purposes of this policy, a grievance is an individual’s concern that arises from the application of Child Advocates of Navarro County’s policies, procedures, or practices, and may relate to a grievance against a Volunteer, Staff, Executive Director, people, situations or safety. Community members, including current and former clients, may submit grievances related to any concerns or issues, including harassment, negligence, misconduct, discrimination, health and safety, barriers to accessibility, and discrimination or unfair treatment related to duties under Section 107.002.

**Procedures for Communicating a Grievance**

Members of the community are encouraged to first bring grievances involving Child Advocates of Navarro County, Volunteers or Staff directly to the Executive Director for discussion and resolution.

**Investigation:**

Grievances Against the Child Advocates of Navarro County, Staff or Volunteers: The Executive Director will acknowledge receipt of the grievance within five business days and initiate an investigation. The investigation may involve interviews with the parties involved, review of relevant documents, and consultation with the Board of Directors if necessary.

The complainant will be notified in writing of the results of the investigation within 20 business days of receiving the grievance, including any corrective actions or next steps.

**Direct Communication**

If the grievance is not resolved informally, the aggrieved party may file a formal grievance in writing to the Executive Committee of the Board of Directors.

The formal written grievance should include:

* The name of the person filing the grievance.
* A detailed description of the issue, including dates, times, and the individuals involved.
* Any steps taken to resolve the issue informally.
* The desired outcome or resolution.

Grievances addressed to the Executive Committee of the Child Advocates of Navarro County can be mailed or emailed to:

Attn: Executive Committee of Child Advocates of Navarro County

Address: P.O. Box 6024, Corsicana TX 75151

Email Address: [admin@casanav.org](mailto:admin@casanav.org)

The Executive Committee will acknowledge receipt of the grievance within five business days and initiate an investigation.

The Executive Committee will provide a written decision within 30 business days of receiving the formal grievance, including any corrective actions or next steps. The Board decision will be final.

**If a community member has a Grievance against the Executive Director:**

The formal grievance must be in writing and follow the steps under Direct Communication listed above.

The Executive Committee will acknowledge receipt of the grievance within five business days and initiate an investigation. The Executive Committee may form an ad hoc committee to conduct the investigation, which may involve similar steps listed above.

The Executive Committee will provide a written decision within 30 business days of receiving the formal written grievance, including any corrective actions or next steps. The Board decision will be final.

**Confidentiality:**

All grievances will be handled with the utmost confidentiality, and information will be shared only on a need-to-know basis.

**Non-Retaliation:**

No one will be subject to retaliation for filing a grievance in good faith.

**Record Keeping:**

The complainant is informed of the resolution of any complaint, subject to confidentiality limitations, and a copy of the notification is maintained on file. All records related to the grievance process will be maintained securely and confidentially by the organization.