



## San Juan County Early Childhood Education and Assistance Program (ECEAP) Complaint Policy and Procedure

PAO (Program Administration Oversight)-33 Family and Community Concerns and Complaints

### Policy

Community members and/or program participants (parents/guardians) may present complaints to the appropriate person(s) about any Early Childhood Education and Assistance Program (ECEAP) staff member or ECEAP preschool teacher/director. The names of all preschool directors and ECEAP staff members, as well as the process for contacting them will be given to all parents/guardians at ECEAP enrollment, and upon request. The complaint procedure may be used when a community member or parent/guardian feels that ECEAP policies have been violated. Appropriate cases may include, but are not limited to, alleged:

1. Unfair or arbitrary application of enrollment policy
2. Violation of ECEAP policies and procedures
3. Inappropriate practices with children
4. Suspected abuse or neglect
5. Breach of confidentiality
6. Unethical conduct
7. Discriminatory actions
8. Retaliation

The person making a complaint must receive a response acknowledging the receipt of the complaint no later than 10 working days from the date of filed complaint.

### Procedure

#### *Informal Resolution of Complaints*

Complaints about individual preschool center issues should first be brought to the relevant staff person or to the center director. Every effort will be made to resolve complaints by informal discussions/mediation between the parent/guardian and the staff member or center director. If the situation is not satisfactorily resolved, the complaint may continue onto a formal complaint. There will be no retaliation against the parent/guardian or the child for bringing forward any complaint.

#### *Formal Resolution of Complaints*

1. Any community member or ECEAP preschool parent/guardian may use the complaint procedure.
2. Formal complaints pertaining to ECEAP staff or ECEAP preschool staff, or directors, shall go directly to the San Juan County Early Learning Manager. Complaints relating to the San Juan County Early Learning Manager will go directly to a member of the San Juan County Health and Community Services Leadership team.

#### *How to File a Formal Complaint*

1. The person filing the complaint will put their complaint in writing.
2. The complaint must be specific and describe conditions or circumstances of the concern.

3. The complaint must include information on how to contact the person making the complaint. The complaint should be sent to one of the following:
  - A. Complaints regarding concerns about an ECEAP staff member or ECEAP preschool staff/director should be sent directly to the San Juan County Early Learning Manager.
  - B. Complaints regarding concerns about the San Juan County Early Learning Manager should be sent directly to San Juan County Health and Community Services Leadership team.

### **Right to Appeal Decision of San Juan County Early Learning Manager or San Juan County Health and Community Services Leadership team**

If the validity of a complaint is denied by the San Juan County Early Learning Manager, the person filing the complaint will be advised that they have a right to further hearing if they are not satisfied with the response. They may choose to pursue further their complaint by sending their complaint in writing to the Health and Community Services Leadership team.

The Health and Community Services Leadership team will investigate the complaint and will respond back to the individual filing the complaint in writing within 10 working days of receiving the complaint.

If the individual filing the complaint is still not satisfied with the response from the San Juan County Early Learning Manager or San Juan County Health and Community Services Leadership team, they may reach out to ECEAP Department of Children, Youth, and Families (DCYF) to file a written complaint.

#### *Responsibility of the Official Receiving the Complaint*

The official will conduct a thorough investigation of the complaint, which may include a meeting with the individual filing the complaint. They will then respond in writing to the individual filing the complaint no later than 10 working days after the written complaint is received. This written response will clearly state either:

1. The written complaint has been received and what the next steps are and the timeline.
2. That the official denies the validity of the complaint, or;
3. That a plan for corrective action has been designed and will be fully implemented in a prompt manner.
4. If the complaint is still not resolved to the individual filing the complaint satisfaction, they may reach out to ECEAP Department of Children, Youth, and Families (DCYF). The individual will then follow DCYF's procedures on filing an official complaint.

### **Contact Information:**

#### **Amber Paulsen**

*Kaleidoscope and Kaleidoscope Forest School Director*

[kaleidoscope@rockisland.com](mailto:kaleidoscope@rockisland.com)

(360) 376-2484

#### **Maggie Vinson**

*Orcas Montessori School Director*

[maggie@orcasmontessori.org](mailto:maggie@orcasmontessori.org)

(360) 376-5350

#### **Alissa Nasiatra**

*Orcas Island Children's House Director*

[info@OICH.org](mailto:info@OICH.org)

(360) 376-4744

**Rebecca Hope**

*Lopez Children Center Director*

[lopezchildrencenter@gmail.com](mailto:lopezchildrencenter@gmail.com)

(360) 468-3896

**Becky Bell**

*San Juan Island Developmental Preschool (DPK) Director of Special Programs*

*San Juan Island School District*

[beckybell@sjisd.org](mailto:beckybell@sjisd.org)

(360) 370-7911

**Allison Church**

*Hope Harbor Children's Center at Saint David's Director*

[director@hopeharborchildrenscenter.com](mailto:director@hopeharborchildrenscenter.com)

(360) 370-5709

**Ethna Flanagan**

*San Juan County Early Learning Manager*

[ethnaf@sanjuancountywa.gov](mailto:ethnaf@sanjuancountywa.gov)

(360) 370-0593

**San Juan County Health and Community Services Leadership Team**

[ellenw@sanjuancountywa.gov](mailto:ellenw@sanjuancountywa.gov)

(360) 378-4474

**ECEAP Department of Children, Youth, and Families**

[eceap@dcyf.wa.gov](mailto:eceap@dcyf.wa.gov)

DCYF ECEAP

PO Box 40970

Olympia, WA 98504-0970



Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**

