

**Oneida Early Childhood Program – Internal Investigation of Complaints
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Oneida Early Childhood Program
Policy
Internal Investigation of Complaints

PURPOSE:

The following policy shall provide a format for addressing such consumer complaints as may be filed by anyone who uses Early Childhood services. The policy is not intended for resolution of employee complaints or grievances. Complaints of a personnel nature shall be addressed through the process specified in the Oneida Tribe's "Personnel Policies and Procedures Manual".

Any person who utilizes the services of the Oneida Early Childhood Department shall have the right to have any and all complaints concerning those services addressed in a timely and professional manner as follows:

PROCEDURE:

I. WHO MAY FILE COMPLAINTS.

A. Anyone who uses the services of any of the programs of the Oneida Early Childhood Department (Head Start, Child Care, or Before and After School Care) may file a formal complaint.

- i. Per overall Tribal policies all formal complaints must be in writing and be signed by the complainant.

II. INVESTIGATION OF COMPLAINTS.

A. All complaints shall be filed with the designated Complaint Investigator for the Early Childhood site at which the complaint occurred.

- i. Each Early Childhood program site shall post, in a prominent location, a poster which identifies the designated Investigator for that site.
- ii. In the case of conflict of interest (as defined in the Oneida Tribe's Policy Manual) the Complaint Investigator shall immediately refer the matter to other appropriate Administrative staff (e.g Director , Assistant Director, or Investigator for another site, etc.)

B. The Complaint Investigator (or her or his substitute) shall have five (5) working days from the date on which the formal complaint is filed in which to complete a thorough investigation.

- i. If the complaint involves a question of child abuse or neglect the matter shall be reported immediately to the appropriate Child Protection Agency as defined in the Wisconsin State Statutes. Such complaints may therefor require more than five days for investigation as provided for in the Statutes and defined in the Investigation Standards published by the State Department of Health and Human Services.
- ii. In the case of abuse or neglect referrals the complaint will be notified in writing that a report has been made to an outside agency to which the matter was referred .

C. Upon completion of the investigation the complainant will be notified, in writing, of the results of the investigation.

- i. Complainants will be provided with all appropriate information which would not compromise the legally protected confidentiality of any other person.
 - a. Information provided will contain but not be limited to:

1. Whether or not the complaint was substantiated;
 2. A plan for corrective action.
- ii. The plan for corrective action shall be in writing and a copy shall be provided to the complainant.
 - a. As noted above such information will not be provided if it violates anyone's legal rights concerning confidentiality.
 - iii. If necessary a meeting between the appropriate parties may be convened in order to facilitate a resolution of the complaint.
 - a. Any such meeting shall require the consent of all parties involved.
 - iv. If the complaint is not satisfied with the resolution of the complaint he or she shall have the right to appeal the matter, within ten (10) working days, to the Director of the Early Childhood Department or to the Area Manager of the Education Department. Complainants may also request intervention from the Compliance Division at any point subsequent to the completion of the internal investigation.

III. INFORMATION.

A. A copy of this Policy shall be available, upon request, to anyone who is utilizing the services of the Early Childhood Department.

End.

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