

## **Manchester Early Learning Center (MELC) Grievance Procedure**

Although we seek to provide an environment in which all students, families and employees feel that they are an important part of Manchester Early Learning Center (MELC) and are fairly treated, there may be times when an issue or grievance arises which can best be resolved through a procedure for dispute resolution. This procedure can apply to any issue or grievance that a family or employee is alleging including discrimination.

Families and employees should first address any issue / grievance with their Head Teacher / Program Manager or immediate supervisor. This may be done orally in informal discussion. If these attempts to resolve the matter are not successful, you may implement the following grievance process.

Families and employees should outline the issue or grievance in written form via email to John Layer ([john@melearning.org](mailto:john@melearning.org)), Director of Operations. The Director of Operations will respond to the family or employee within 10 business days and outline a plan to conduct a reliable and impartial investigation of the issue. Those involved in the investigation will receive an email with notice of the outcome. The center will take steps to address any violations, if appropriate, to prevent a recurrence of any violations.

Families or employees may appeal the outcome of the investigation in written form to Jennifer Wagner ([Jennifer@melearning.org](mailto:Jennifer@melearning.org)), Executive Director. Within 10 business days, the Executive Director will reliably and impartially review the investigation notes and collect any additional information. A final decision regarding the appeal will be provided to the family or employee via email.

MELC is licensed by the State of Connecticut Office of Early Childhood. Families with issues or grievances that remain unresolved, may contact the Connecticut Office of Early Childhood (450 Columbus Boulevard Suite 302, Hartford, CT 06103) at 1-800-282-6063 OR 1-860-500-4450.

In case of abuse/neglect or life threatening situations, contact the Department of Children and Families at 1-800-842-2288 and the Connecticut Office of Early Childhood – Division of Licensing.