

POLICY AND PROCEDURE

**P&P Title: Complaints and
Grievances**

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1. PURPOSE

The purpose of this Policy and Procedure (P&P) is to define the process for filing a formal complaint.

2. SCOPE

This P&P applies to all faculty, staff, and students of CCSM.

3. DEFINITIONS

Basic grievance - a claim that any member of the CCSM community has violated a published policy, JJWay® tenants, or the organization's mission and vision.

A grievance is a formal concern or complaint that requires investigation through established procedures. This may include issues that were not resolved through informal resolution methods or situations where disciplinary action against faculty, staff, preceptors, or students could result from the investigation.

4. POLICY

Staff and faculty (Academic/Clinical) of CCSM complete harassment training during their onboarding and aim to provide privacy and security surrounding complaints and sensitive matters. If a person identifies a grievance against any person associated with CCSM not including the Executive Director, they will comply with the following procedure with a focus on respecting the inherent worth of each person involved. Grievances involving the Executive Director will follow a separate procedure.

Any person who actively engages in this process is protected from discrimination, harassment, and/or retaliation and therefore adverse action cannot be taken against them.

All documentation and discussions regarding the grievance are confidential and shall be treated as such. The number of parties involved in the grievance process will be kept to a minimum.

Records of grievances and their resolution will be maintained for a minimum of 7 years

5. SPECIFIC PROCEDURE

STEP 1:

Complaints must first be directed to the person(s) involved whenever possible according to the following process:

1. Engage in a safe space by approaching the situation with curiosity and humility.
2. **We** statements should be limited as much as possible. Each person should speak with **I** statements and discuss their own personal experiences of the situation.
3. Choose a method for presenting the concern: offer a meeting time and place, write an email, or schedule a virtual meeting.
4. Give the other person an appropriate time to respond.

STEP 2:

If a satisfactory resolution cannot be achieved among the individuals involved, the second step is for the person with the complaint to elevate the concerns to the Executive Director via the [CCSM Grievance form](#). The Executive Director will coordinate and lead a meeting of one of the three choices.

1. The complainant will fill out the Grievance Form, which will initiate a formal complaint.
2. The Executive Director will then have 5 business days to respond.
3. A meeting type of the student's choice (see below) will then be scheduled within 5 business days. *An additional CCSM staff member will be present as a witness and to record minutes of the meeting.*
 - a. *An individual meeting with the Executive Director or*
 - b. *The Executive Director and involved parties; or*
 - c. *The Executive Director, involved parties, and an additional student support person (the Academic Mentor Coordinator or their Clinical Mentor Coordinator)*
4. All parties will be informed as to the date, time, and place the grievance will be discussed. Each party will have the opportunity to provide the attending members with supporting documentation no later than 48 hours prior to the scheduled meeting.
5. At the conclusion of the meeting, if a satisfactory resolution was not achieved the Executive Director reserves the right to consult the Advisory Board on a reasonable solution. The Executive Director will then make the final resolution to the matter.
6. The written recommendation of the Executive Director will be reported to the involved parties within 15 calendar days after the conclusion of the meeting.

Unresolved grievances and complaints may be directed to Commission for Independent Education 325 West Gaines Street, Suite 1414 Tallahassee, FL 32399-0400, (888) 224-6684; or by using the Midwifery Education Accreditation Council (MEAC) online form <https://docs.google.com/forms/d/e/1FAIpQLScRVrcS2puPx98Amlx7ry1psumug1R23thCJiB6u3I77DtRVw/viewform>

6. SPECIFIC PROCEDURE FOR COMPLAINTS INVOLVING THE EXECUTIVE DIRECTOR

If the grievance involves the Executive Director, the written grievance shall be submitted to the Human Resources/Chief Operating Officer of Commonsense Childbirth Inc. The following steps should be taken:

STEP 1:

1. The email shall be sent to at hr@commonsensechildbirth.org, with a copy (cc'd) submitted at the same time to the Executive Director.
2. The written grievance must include the name of the complainant; an explanation of the concern; proof of violation of published policy, JJWay® tenants, or the organization's mission and vision; and the desired resolution.

STEP 2:

1. A meeting involving the complainant will be scheduled by HR within 5 business days to better understand the concern. If determined by HR that further action is warranted, the complaint will proceed to Step 3.
2. If no further action is warranted, a written recommendation will be reported to the involved parties within 15 calendar days after the conclusion of the meeting.

STEP 3:

1. An internal review process will be initiated and completed within 30 calendar days, which may include one, or a combination of the following:
 - a. *A private meeting with the Executive Director, to facilitate a review of the complaint and to offer the Executive Director an opportunity to rebuttal.*
 - b. *An internal investigation process led by the HR department and/or President.*
 - c. *A mediation meeting, with the Executive Director, involved parties, and HR department representative and/or President, and a facilitator (if requested by any of the parties)*
 - d. **An additional CCSM staff member will be present as a witness and to record minutes of the meeting.**
2. A written recommendation will be reported to the involved parties within 15 calendar days after the conclusion of the meeting.

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<https://docs.google.com/forms/d/e/1FAIpQLScRVrcS2puPx98Amlx7ry1psumug1R23thCJiB6u3I77DtRVw/viewform>

7. COMPLAINT PROCEDURE INFORMATION

Federal regulations and State laws require that public colleges in The Florida College System have processes for students, employees, and applicants to file complaints against any respective college. In almost every situation, the college's process for resolving complaints must be followed first.

<http://www.fldoe.org/schools/higher-ed/fl-college-system/about-us/complaints.stm>

8. FORMS/TEMPLATES TO BE USED

a. Grievance Form

<https://commonsensechildbirth.populiweb.com/router/forms/respond/65/5148d117552dfe6581a8e06a007f4e21>

9. INTERNAL AND EXTERNAL REFERENCES

a. Internal References: N/A

b. External References: N/A