

Family Futures Downeast Grievance Policy

FFD participants have access to a supportive process for expressing a formal grievance that may involve FFD program partners, FFD coaches and administrative staff, and/or other FFD participants. A grievance is defined as a complaint or dispute arising out of FFD programming and the program or partners' policies as applied to an individual participant. FFD does not tolerate any form of retaliation or discrimination against students availing themselves of this grievance procedure.

Participants can expect support from their FFD coach when they need to access grievance procedures from an FFD formal partner. University of Maine at Machias, Washington County Community College, Downeast Community Partners, Washington County Adult and Community Education, Community Caring Collaborative, Sunrise County Economic Council have grievance policies FFD participants can access, with help from coaches, these policies through the FFD Grievance Policy Road Map.

Participants can expect support from their coach in accessing college code of conduct resources when a complaint or dispute is against another enrolled student in FFD. When the complaint or dispute exists outside the post-secondary setting, participants can expect support from coaches for accessing resources and procedures for student-identified solutions on a case-by-case basis within 14 days.

If a grievance involves a policy or practice adopted by the FFD Board, or otherwise cannot be sufficiently addressed through the procedures named above, then participants can direct the grievance to a member of the FFD board. That board member will engage the Policy and Procedures Committee of the board within one week in order to resolve the grievance. Participants can expect support from their coach or another FFD partner representative in approaching the Policy and Procedures Committee with their grievance in writing or verbally. Participants can expect support from the committee for accessing resources and procedures for student-identified solutions on a case-by-case basis within 14 days. The grievance and the resolution or outcome will be documented in a confidential program file by the FFD director.



FFD Grievance Policy Road Map

A Student's Quick and Simple Guide for Grievance Procedures



Complaint

The situation is manageable if you have a chance to vent.

You do feel hurt and annoyed.

You do not need something to happen next.

Examples

Your personality clashes with another student

You have an idea for FFD Staff to try

You are dissatisfied with a component of the program



Grievance

You have a serious problem that needs to be addressed

You feel you have been a victim of harassment.

Is detrimental to your participation and success in the program.

Examples

Your health, safety, or confidentiality have been compromised.

You have experienced poor treatment by program staff, or have an unresolved dispute

You have not received the services or program support that you qualify for

There are unjust changes made to the program.



Civil Rights Complaint

You believe that the FFD program or partners have discriminated against you based on your race, color, national origin, sex, (including gender identity and sexual orientation), religious creed, disability, age, ancestry or political beliefs. You believe you have experienced reprisal or retaliation for prior civil rights activities in any program or activity conducted or funded by USDA.

You can immediately contact the USDA or the Maine Human Rights Commission. To file a program discrimination complaint, a complainant should file a Form-AD3027, which can be obtained at

<https://www.ocio.usda.gov/document/ad-3027>, or call 866-632-9992



SUNRISE COUNTY ECONOMIC COUNCIL GRIEVANCE POLICY CHAIN

First you should meet with your coach and discuss your concerns

Figure out a plan: Is the concern a complaint or grievance? Does it involve other partners?

Can it be resolved one-on- one?

For minor concerns

You and your coach (by request) can decide how to resolve the situation with an individual meeting with those involved.

For concerns about the FFD Director

Your coach will direct you towards the correct policy then step back and let student lead

Appeal to the Executive Director of Sunrise County Economic Council:
Charles Rudelitch
crudelitch@sunrisecounty.org

For a grievance involving a SCEC employee (FFD coach, staff, other SCEC staff)

Marsha Sloan will guide you through these steps
msloan@sunrisecounty.org



COMMUNITY CARING COLLABORATIVE GRIEVANCE POLICY CHAIN

First you should meet with your coach and discuss your concerns

Figure out a plan: is the concern a complaint or a grievance?

Who/what is involved?

Can it be resolved one-on- one?

For minor concerns

You (and coach by request) can meet with individual involved with the issue

For major concerns

Your coach will direct you to the correct policy, then step back and let the student lead

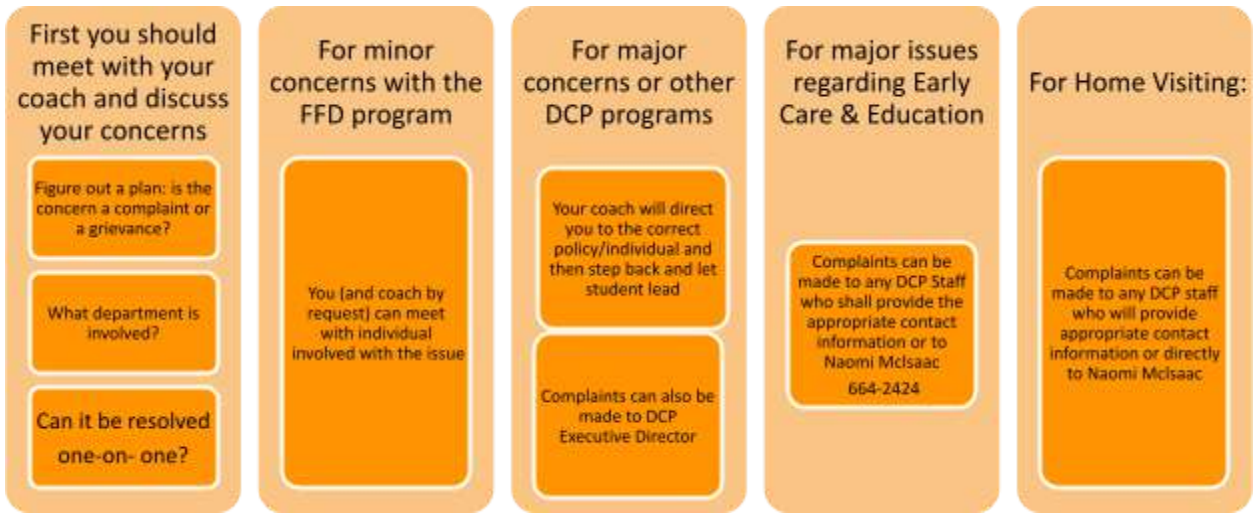
Contact:
CCC Director,
Charley Martin-Berry
cmartinberry@cccmaine.org

For concerns regarding the Director of the CCC

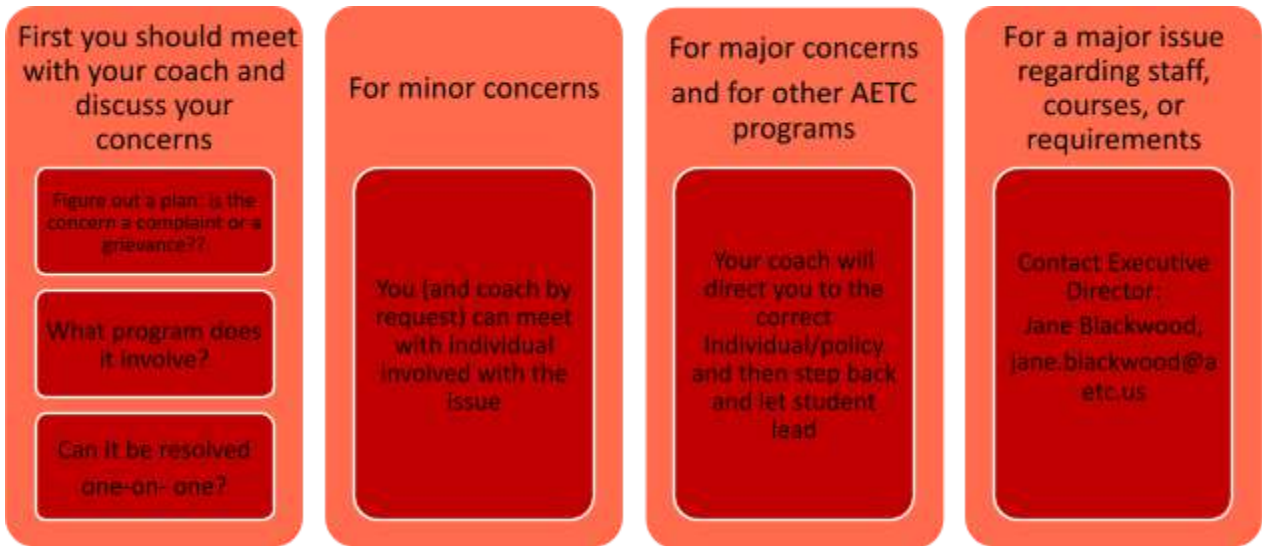
Contact:
CCC Fiscal Sponsor Sunrise Opportunities
Julie Daniels
HR Director
daniels@sun-rise.tv



DOWNEAST COMMUNITY PARTNERS GRIEVANCE POLICY CHAIN



WASHINGTON COUNTY ADULT AND COMMUNITY EDUCATION EDUCATION GRIEVANCE POLICY CHAIN



UNIVERSITY OF MAINE AT MACHIAS GRIEVANCE POLICY CHAIN

