

RECEIVING COMPLAINTS REGARDING MEMBER PROGRAMS

ICADV staff, board of Directors and member programs will request anyone making an oral grievance/complaint about a program to refer the aggrieved/complainant to the written Standards in order to make a determination if the complaint is a violation of Member Standards. Complaints/grievances must be submitted in writing for review. Accommodations may be requested.

GRIEVANCE REVIEW TEAM

All written grievances will be reviewed by a review team consisting of three ICADV staff and the ICADV Board Executive Committee. If it is believed that the grievance contains information that may constitute a violation of Member Standards, the team will mail/email a copy of the written complaint to the reported program outlining the Standard violation(s).

MAKING A DETERMINATION OF STANDARDS VIOLATION(S)

The Grievance Review Team has 90 days to review the grievance and submit concerns in writing to Leadership of the cited agency/program. Standard violations in question will be identified in writing.

PROGRAM WRITTEN RESPONSE TO REVIEW TEAM

After receiving the written notice, the program has 30 calendar days to review the concerns and respond in writing to the Review Team. It is appropriate in the written response to provide the additional information regarding particular concerns or a proposal for resolving concerns, including a timeline.

UNFOUNDED STANDARD VIOLATION(S)

If it is determined that there is no standard violation(s) in the grievance, the review team can choose to take no further action or may contact the aggrieved to recommend that they use the local agency's grievance procedure to address their concern(s). This process does not address personnel related matters that do not rise to the level of a standard violation.

UNFOUNDED OR RESOLVED DETERMINATION

If, after receiving the written response, the review team is sufficiently satisfied that the concerns are not of any merit or will be adequately addressed by the program, a letter will be sent to the program notifying the program that their Membership status is in good standing.

FOUNDED OR UNRESOLVED DETERMINATION

If, after receiving the written response, the Review Team is not sufficiently satisfied that there is adequate resolution, they may provide the program leadership a 20-day notice of a corrective action review meeting.

CORRECTIVE ACTION REVIEW MEETING

At this meeting, the review team will present a plan detailing what the program must do and a timeline for completion to maintain ICADV Membership. The program may be allowed to present additional information on their behalf at this time.

TERMINATION OF MEMBERSHIP

If the program does not complete the assigned tasks within the timeframe given in order to remedy the non-compliance issue(s), the Review Team will send a letter of non-compliance to ICADV board of Directors for review and determination of the termination of ICADV Membership.

APPEAL TO THE ICADV BOARD OF DIRECTORS

The program has 30 days to appeal the termination decision in writing to the ICADV board chair. Upon receipt of the written appeal, the board of Directors will meet with program staff to hear their appeal at the next regularly scheduled board meeting. The board will then have 30 days to notify the program of their decision. The program's membership status will remain in good standing pending the board appeal.

QUESTIONS OF CLARIFICATION

Programs are encouraged to contact the executive committee chair at any time during this process if they require clarification.

Issues of non-compliance reviewed by the Review Team:

1. To make a determination related to written grievances citing program membership standard violation(s).
2. Program staff are in non-compliance with certification requirements.