

Policy ID: 3.10	Title: <i>Appeals/Concerns Process</i>
<p>Policy: Cedar/Jones ECI Board’s appeal policy provides community residents, recipients of services, potential community service providers and the current contracted service providers a structured process with timeframes by which they may express a concern by appealing to the board.</p> <p>Reference: State ECI Tool BB</p>	
<p>Procedure: Concerns can be expressed through verbal and/or written procedures.</p> <p>VERBAL APPEAL/OPEN FORUM:</p> <ul style="list-style-type: none"> • A verbal concern is voiced at the Cedar/Jones Early Childhood Iowa Board Meeting. • Board Members hear the concern. • Board Members respond to the concern. • Board Chairperson assures the concern is resolved by a direct question and the response. • In the event the concern is not resolved, the Board Chairperson offers the person(s) an opportunity to follow the written appeal process. <p>WRITTEN APPEAL:</p> <ul style="list-style-type: none"> • Appeal or concern is put in writing and signed by person(s). • Written appeal is submitted to the Board Chairperson. <ul style="list-style-type: none"> ○ Appeal is submitted by certified mail, return receipt requested, or delivered in person. • Appeal is taken to the Executive Committee to determine presentation to the Board. • Appeal is discussed and appropriate action taken at the Board Meeting. • Board’s decision is issued from the Board Chairperson to the person(s) submitting the appeal within 60 calendar days of date of appeal. <ul style="list-style-type: none"> ○ The decision/response to the appeal is returned certified mail, return receipt requested. <p>In the event, the appellant wishes to continue with a process to appeal the Board decision/response, the next option would be through the judicial/legal system.</p>	
Effective Date: 5/16/13	Approved by: Cedar/Jones ECI Board