

Edgewood Children's Center
330 North Gore Avenue
Saint Louis, MO 63119

**Respite Services
Client Grievance and Appeal Procedures**

Child's Name: _____ Date: _____

Birthdate: _____

Edgewood Children's Center believes that clients have the right to disagree with staff regarding service provided to the child or family. If you have a disagreement or complaint, these are the steps to follow:

1. Talk with the program staff to try and solve the problem.
2. If a satisfactory solution is not reached, talk with the Associate Director of Child Care Services to try to resolve the problem.
3. If a satisfactory solution is still not reached, put your complaint in writing, and submit to the Child Care Services Program Director. The Program Director will set up a meeting with you and the child within two business days. The Program Director will then take appropriate measures to resolve the situation. A written response will also be sent to you and placed in the child's file.
4. If a satisfactory solution is not reached, you may direct that your written grievance, along with copies of attempts to resolve it, be sent to Edgewood Children's Center's Chief executive Officer (CEO). The CEO will meet with you within two business days. You will be informed of the CEO's response by telephone and mail within two business days.

For answers to any questions about problems or complaints, feel free to call Edgewood at 314-919-4702. You may ask to speak to the Director of Child Care Services.

Signature _____ Date ____/____/____

Relationship to child _____

Witness _____ Date ____/____/____
Signature/Degree/Title