Client Grievance Procedure

The following procedure is for handling concerns and grievances received from clients participating in First 5 Humboldt-affiliated services, such as parenting classes, playgroups, or family support navigation. First 5 Humboldt staff or subcontractors may become aware of concerns/grievances verbally, through phone call, voicemail, email, fax, or social media comments. If a class trainer, playgroup leader, or family navigator cannot resolve the concern, a summary of the concern will be shared with a First 5 Humboldt Associate Director as soon as possible and within at least 24 hours. The client may be asked to put their concern in writing, via email or hard copy, using the form at the end of this document, and provide their contact information. Concerns/grievances will be routed according to program service:

1. For concerns received by the front desk, the website, via social media or the Help Me Grow (HMG) line, the client will be told to email their concern to first5humboldt@co.humboldt.ca.us. The front desk or HMG staff will email the Associate Director to let them know that a concern has been received.

2. For concerns received regarding playgroup, parenting classes, family-related training, and community events, either in-person, through navigators, via email, social media, or fax, the Associate Director will be notified and the specifics of the concern will be shared.

3. For concerns received related to Welcome Baby: Pathways to Resilience, either directly or through subcontractors, the Welcome Baby Program Coordinator will be notified and the specifics of the concern will be shared.

4. For concerns received related to First 5 Humboldt Early Childhood Education Professional Development Programs, either directly or through coaches, the IMPACT/QCC Program Coordinator will be notified and the specifics of the concern will be shared.

5. For concerns related to payment, invoicing, or contracts, clients and subcontractors are encouraged to reach out to our office via first5humboldt@co.humboldt.ca.us. The Associate Director, Business operations will be notified and the specifics of the concern will be shared.

Program Coordinators and/or the Associate Director will evaluate the concern and determine whether the issue is the responsibility of a subcontractor or partner agency. Additionally, the Coordinator/Associate Director will attempt to contact the concerned client to better understand the concern, the context, and attempt resolution. After contact, the

Coordinator/Associate Director will follow-up with an email or text to the client restating the concern, resolution reached, and any next steps.

For issues related to a subcontractor, the Coordinator/Associate Director will reach out to the subcontractor via email and/or phone to share the concern and to better understand the concern and context. Next steps for resolution will be identified. A follow-up email will be sent by the Coordinator/Director to the subcontractor outlining next steps, and ensuring that the client will be contacted and informed of next steps, if any. All communications will be documented and forwarded to the Executive Director upon resolution.

If resolution is not reached between the client and the Coordinator/Director, the client concern, context and circumstances will be forwarded to the Executive Director or Acting Director for response within 5 business days. If the Executive Director determines that further action by staff or the subcontractor is needed and feasible, staff or the subcontractor will be directed to take the additional action. If no further action is determined to be necessary or feasible, the client will be notified via email, cc'ing the related Program Coordinator, Associate Director, and/or subcontractor.

All formal complaints will be logged by the Executive Director. The log will be reviewed annually by the Strategic Program Review Committee.

Client Concern Documentation

Name: _____

Date of incident: _____

Contact Phone Number: _____

Contact Email: _____

I, _____, want to notify First 5 Humboldt of my concern
regarding:

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Signature: _____ Date:_____