



Grievance Procedures

The following grievance protocol has been established to review any formal grievance brought by any person against the CASA volunteer, staff or the program.

Any person who has come into contact with the CASA program is encouraged to bring any concerns or grievances to the organization.

Any person with a complaint against a volunteer or staff member shall follow the prescribed grievance procedure. The complaint shall be made in writing to the individual's immediate supervisor and shall contain the following:

1. The name of the individual involved.
2. A specific description of the alleged inappropriate or improper conduct.
3. The date or dates the conduct occurred.
4. The name and petition number of the case involved.
5. The actions taken to address the complaint directly with the individual involved by the complainant.
6. The desired outcome of the complainant.

If the complaint is not satisfied with the written response or action of the individual's immediate supervisor, then the complainant may forward the complaint to the CASA Program Director. This document shall include the foregoing written complaint, as well as additional information as to the reasons the complainant is dissatisfied with the initial response. The CASA Director will then respond in writing within ten business days upon receipt of the complaint.

In the event that the matter is not resolved with the CASA Director, a complainant may request that the Executive Director of the Child Abuse Prevention Council become involved.

The Executive Director must receive written notice of the complainant's dissatisfaction with the handling of the matter by the CASA Director within 10 business days. Only after exhaustion of the above administrative remedies may the Juvenile Dependency Judge become involved in complaints. The complainant shall forward a written complaint to the Judge outlining the reasons additional relief is requested.

A copy of this document must also be sent to the Executive Director. The Juvenile Dependency Judge has the discretion to intervene if so desired. If not, the decision of the Executive Director will be final.

Under no circumstances shall the Juvenile Dependency Judge have jurisdiction to intervene in any matter regarding an employee of CASA of San Joaquin County or the Child Abuse Prevention Council.

Correspondence should be directed to:

Name of Supervisor
CASA of San Joaquin County
C/o Child Abuse Prevention Council
P.O Box 1257
Stockton, CA 95201-1257

Copies of the grievance will be maintained in the CASA volunteer's file.

A copy of the grievance procedure is to be provided to any adult involved in the child's case.

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