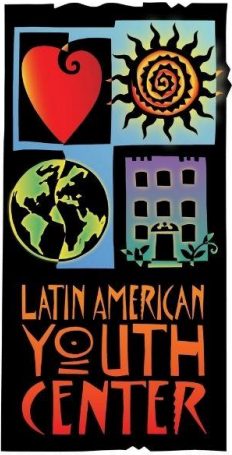


**LATIN AMERICAN YOUTH CENTER
ESPERANZA PROGRAM**

GRIEVANCE POLICY AND PROCEDURE



1419 Columbia Road NW
Washington, DC 20009
Phone: 202.319.2225
Web: www.layc-dc.org

PURPOSE: To provide a single policy and procedure that will ensure that the Latin American Youth Center's (LAYC's) Foster Parents can exercise their right to file a grievance.

SCOPE: All ORR staff, Unaccompanied Children, UC's family, Foster Parents, and/or UC's legal representation.

POLICY: Any Foster Parent who is involved in Esperanza Program has the right to advocate for themselves by filing a grievance involving staff, contractors, volunteers, or any decision made throughout the process, except in instances of violence and threats of violence.

EFFECTIVE: March 1, 2023

PROCEDURE:

The following seven (7) step process should be followed when a Foster Parent has a grievance:

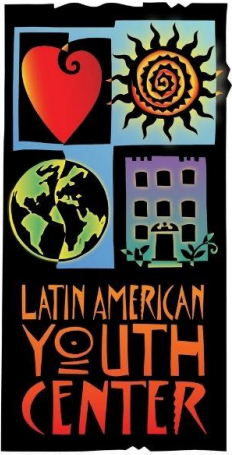
Step 1: The Foster Parent will discuss the grievance with the Case Manager or Lead Case Manager in the subject of the grievance. This meeting will allow staff and the Foster Parent to discuss the grievance openly.

If the issue is resolved at this point, the process ends. If not, an appeal will be submitted in written form. A staff person will discuss the grievance with the Lead Clinician.

Step 2: If the first step does not resolve the grievance, a written appeal will be submitted to the Assistant Director within the next three (3) working days. The standardized grievance form (see attached) should be completed when submitting a written grievance. This form indicates the nature of the grievance, the relief sought, and the action taken by staff which was not satisfactory.

Step 3: If the Assistant Director does not resolve the problem, the written appeal is forwarded to the Grievance Committee (Program Director), which will include staff not involved in the case (i.e., other Social Workers, Case Managers, and/or Program Administrators).

Step 4: If the Grievance Committee does not achieve an acceptable resolution, the Foster Parent may forward written appeal to the Chief Program Officer (CPO). If a



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member of the Grievance Committee is involved with the actual grievance, he/she will be replaced with an appropriate member of Human Resources.

Step 5: If relief is not found at this level, the Foster Parent may forward the written appeal to the Executive Director of the LAYC (Lupi Grady).

Resolving of Grievance and Follow-up Documentation

The Grievance Committee shall resolve the grievance within five (5) days of the filing of the grievance. Any grievances involving allegations of sexual abuse or sexual harassment involving an immediate threat to a UC and Foster Parent’s health, safety, or welfare will respond immediately, as needed.

Promptly after resolving the grievance, the LAYC shall provide written notice of the results to the person filing the grievance, the UC on whose behalf the grievance was filed, and the person who is the subject of the grievance.

The LAYC shall file the written results of the grievance in the case records of the Foster Parent who filed the grievance, the UC on whose behalf the grievance was filed, and the UC who is the subject of the grievance. The LAYC shall maintain written records of all grievances and all grievance decisions and, upon request, shall make those records available to the office of ORR as delineated in the UC MAP Section 3.2.2, page 13.

Acknowledgement of Receipt

I _____, hereby acknowledge that I received a copy of this policy.

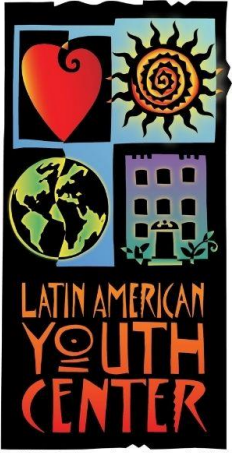
Signed _____

Printed name: _____

Date: _____

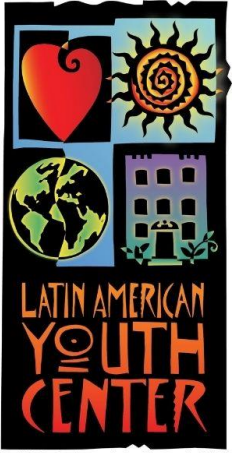
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GRIEVANCE REPORT FORM



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Name of person reporting issue:	
Name of the UC involved, if applicable	
Date and time of the incident (s)	
Location of the incident (s)	
Description of the incident	
Witnesses of the incident	
In your opinion, was this problem/incident in violation of program policy? If yes, specify which policy and how the incident violated it	
What ideas do you have for remedying the situation?	



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Is there any other information you feel is relevant to this situation?	

Signature of the person making the report

Name:

Date: