Grievance Procedure

How to raise a concern about the program or staff

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Country Lane Early Learning is committed to providing a safe, nurturing, and well-run program for every family. This policy outlines the steps parents and guardians should take to raise a concern or file a grievance about the program or a staff member, and what they can expect once a concern has been reported.

Our Commitment to Open Communication

- Country Lane Early Learning values open, honest, and respectful communication between families and staff.
- Families are encouraged to raise concerns as soon as they arise so that issues can be addressed quickly and directly.
- All grievances, whether informal or written, are taken seriously and handled with confidentiality and respect.
- No family will be penalized, treated differently, or asked to leave the program for raising a good-faith concern.

Step 1: Informal Discussion

- In most cases, concerns should first be raised directly and informally with the staff member or provider involved.
- Many issues can be resolved quickly through a calm, respectful conversation.
- Parents and guardians may request a private conversation in person, by phone, or by email, at a time that does not disrupt care.
- If the concern involves the provider directly, or the family is not comfortable raising it informally, they may move straight to Step 2.

Step 2: Formal Written Grievance

- If a concern is not resolved informally, or involves a serious matter, parents or guardians may submit a written grievance to the Program Director.
- Written grievances may be submitted by email to sara@countrylaneearlylearning.com or delivered in person.
- The written grievance should include the date of the incident, the names of those involved, a description of the concern, and the family's desired resolution.
- Written grievances will be acknowledged within 2 business days of receipt.

Step 3: Review & Resolution

- The Program Director will review the grievance and, when appropriate, speak with any staff or families involved.
- A meeting with the family may be scheduled to discuss the concern further and work toward a resolution.
- A written response outlining the outcome and any corrective action will be provided within 10 business days of the grievance being received.
- If more time is needed to fully investigate a concern, the family will be notified of the delay and given an updated timeline.

Confidentiality & Non-Retaliation

- Grievances are handled as confidentially as possible, sharing information only with those who need it to resolve the concern.
- Country Lane Early Learning does not tolerate retaliation of any kind against a family for filing a good-faith grievance.
- Filing a grievance will not affect a child's enrollment status or the quality of care provided.

Licensing & Outside Complaints

- Families are always welcome to contact the Utah Office of Licensing directly with a concern, at any point in this process.
- The Utah Child Care Licensing Program can be reached at (888) 287-3704 or online at childcarelicensing.utah.gov.
- Country Lane Early Learning's license number is F10-13482 and should be referenced in any licensing complaint.
- Suspected child abuse or neglect should be reported directly to the Child Abuse/Neglect Hotline at 1-855-323-3237.