



## Grievance Policy and Procedure

**Policy:** It is the policy of CASA of Santa Barbara County to maintain a collaborative and positive work environment in which the values and beliefs of all volunteers and other parties involved with the Court Dependency System and CASA are respected. To this end, CASA of Santa Barbara County strives to address all concerns raised in an expedient and open manner.

Grievances may include, but are not limited to, volunteer concerns regarding CASA case assignment and supervision, interpersonal interactions with CASA staff and other advocates, as well as, grievances by any person against a volunteer or CASA staff person. Advocates and other parties are encouraged to first raise concerns about advocacy-related issues with CASA Program staff and to seek more formal grievance and dispute procedures if needed.

### Procedure:

- 1) CASA volunteers or other parties are instructed to bring any concerns and grievances to the assigned CASA Advocate Supervisor by contacting the respective CASA office - Santa Barbara at 845-8364, Santa Maria/Lompoc at 739-9102.
- 2) If differences cannot be reconciled, the complaining party may bring the grievance to the CASA Associate Director.
- 3) If the party with a grievance is still not satisfied with the proposed resolution, the party may bring his/her concern to the CASA Executive Director.
- 4) The party can appeal to the Presiding Juvenile Court Judge, using the following procedures: a written statement of the complaining party's concern submitted to the Presiding Juvenile Court Judge, with a copy to the CASA Executive Director.
- 5) The Presiding Juvenile Court Judge shall direct the resolution of the dispute. Consultation with the CASA Executive Director shall be part of this procedure.
- 6) CASA of Santa Barbara County's grievance policy will be integrated into a document that contains a description of the roles and responsibilities of CASA volunteers. This document, entitled **Advocate Job Description and CASA Grievance Policy**, will be distributed as follows:
  - a) When a copy of the court order that appointed the CASA volunteer is provided to any adult involved with the child's case, including but not limited to parents, teachers, foster parents, therapists, and health-care workers;
  - b) To any party, including a volunteer, who has a grievance against a volunteer or a CASA program employee;
  - c) To any party who requests a copy of this document.
- 7) Each CASA volunteer will receive a copy of CASA's grievance policy during initial training and will also sign a copy of the policy indicating that they have received and reviewed the information.
- 8) This grievance policy will be made available to any person upon request to the CASA office.
- 9) Any grievance filed by a volunteer or against a volunteer will be kept in the volunteer's personnel file in the CASA office.
- 10) CASA of Santa Barbara County will create, adopt, and maintain a grievance tracking system and perform quarterly reviews of grievance statistics, as well as, grievance policies and procedures.

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### **For CASA Office Use:**

By signing this document, I hereby acknowledge receipt of CASA's Grievance policy.

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_