

“I HAVE A DREAM” FOUNDATION OF BOULDER COUNTY

Client and Donor Complaint Process

The “I Have a Dream” Foundation of Boulder County (“I Have a Dream”) intends to foster a close working relationship between “I Have a Dream” and its clients and donors (patrons) by providing a fair, orderly, and timely process for handling concerns and complaints.

The “I Have a Dream” Board relies on its staff and administrators to resolve concerns of patrons. The Board encourages such resolution at the level most directly involved first and in an informal manner, if possible. If such resolution cannot be accomplished, however, procedures are available for review at the highest administrative level. The following procedures shall apply in handling complaints.

Patrons should initiate complaints by contacting the person at the “I Have a Dream” learning center or department level who is most directly involved in the subject of the complaint. Review at the initial level is informal and should follow a discussion format. The complaint itself may be oral or in writing. The “I Have a Dream” employee receiving the complaint shall provide a response within three working days after the discussion. If the patron is dissatisfied by the employee’s response, or if the patron is uncomfortable initiating the resolution process at the employee level, he or she may address the matter with the Vice President of Program.

Any patron who is dissatisfied with the initial resolution of his or her complaint may appeal that decision to the central administration level. Such appeal shall be in writing, directed to the Vice President of Program, and shall specify the nature of the complaint, the initial decision, and the reasons for the appeal.

Upon receipt of an appeal, the Vice President of Program shall notify the Program Director and request a written statement within three working days. The Vice President of Program shall provide the patron an opportunity to make statements and produce evidence in his or her support. After the patron has had adequate opportunity to submit his or her evidence, the Vice President of Program shall make findings and submit a written decision or if deemed appropriate call a meeting between all parties involved. The decision shall be provided to the patron as soon as reasonably practicable, generally within ten working days of the close of the evidence.

A patron who is dissatisfied with the decision of the Vice President of Program may appeal to the CEO (or designee). Such appeal shall be in writing and shall include a statement of the complaint, the prior decisions, and a statement of the reasons for the appeal.

The CEO (or designee) shall review the prior decisions and any relevant records, and, at his or her discretion, may permit the patron or “I Have a Dream” to present further evidence or argument. Within ten working days after completion of this process, the CEO (or designee) shall notify the patron of his/her decision.

If the patron is dissatisfied with the decision of the CEO, he or she may appeal to the “I Have a Dream” Board. Such appeal shall be directed in writing to the CEO and shall include at least all prior decisions and a statement of the complaint and reasons for the appeal.

The Board shall have the discretion to accept or reject the matter for review. If it rejects the matter, the CEO's decision shall be final. If it accepts the matter, the Board shall schedule a meeting at which it will consider the appeal. At such meeting, the Board may hear argument from the parties, review the prior decisions and evidence, and make such inquiry as it deems necessary. The Board shall render a written decision within ten working days after this meeting unless additional time is needed. The Board's decision shall be final.