

EARLY LEARNING COALITION OF ORANGE COUNTY

Provider Appeals Policy

The Early Learning Coalition of Orange County (ELCOC) is committed to ensuring fair and equitable treatment for all providers and others who work with us. Therefore, the ELCOC has established an Appeals Policy to ensure prompt resolution of problems related to actions taken by the ELCOC or its designees. The following steps must be followed in accordance with this policy as outlined below.

Aggrieved parties should note that the Coalition will only consider matters alleging wrongful action on the part of its contractors and/or vendors after all appeal channels pertinent to that contractor and/or vendor have been exhausted.

Step 1: INFORMAL Process: Talk with parties directly involved.

We urge you to first attempt to solve the problem informally, by calling and talking directly to the parties involved. If that does not work or you cannot come to reasonable satisfaction, while still in the informal stage, you can call and discuss your concerns with the ELCOC Appeals Officer. The Appeals Officer must be notified of your concerns within 10 business days of the incident or occurrence of the issue needing attention. The Appeals Officer will have 5 business days to research and provide a recommended solution to the situation.

In most situations, questions you raise can be addressed in this manner. If you are not satisfied with the guidance provided, you may file a formal appeal in writing to the ELCOC to the address provided below.

Step 2: FORMAL Process: Submit a letter outlining your grievance.

All formal grievances must be filed within 10 business days of the incident or occurrence or within 10 business days after an informal decision has been rendered, if the matter had been submitted to the informal process outlined in step one above.

Your grievance must be in writing and must clearly state your reason for filing. You must include what you have done to resolve the situation and any other pertinent information that helps the Coalition better understand your case. The following must be included:

- a. The specific Coalition/contractor/vendor action or decision.
- b. The date that the action or decision occurred.
- c. A detailed explanation of how the individual/entity was adversely affected by the action or decision, citing specific legislation, rules, policy, or procedure that was violated.
- d. The name, address, and telephone number of an individual who can act on behalf of the individual/entity.

Upon receipt of the formal grievance, the Chief Executive Officer will determine the type of grievance.

For matters related to termination of a contract/agreement, the Chief Executive Officer will inform the Appeals Committee and provide the applicable information. The Appeals Committee will convene within 21 business days of receipt of the appeal to make a determination. The appealing party will be notified of the meeting date and time. The decision of the Appeals Committee is final.

For all other matters, the Chief Executive Officer will review the written appeal and any supporting information and render a determination within 21 business days of receipt of the appeal. An appeals meeting with the appealing party is not required. The decision of the Chief Executive Officer is final.

Formal appeals must be addressed to:

Early Learning Coalition of Orange County
Attention: Chief Executive Officer
PO Box 540387
Orlando, FL 32854

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