

Parents/legal guardians and community members may use this policy when they believe that any ECEAP staff member or NWESD staff member have violated ECEAP procedures.

Appropriate complaints may include allegations of:

1. Inappropriate techniques or practices with children
2. Suspected abuse
3. Breach of confidentiality
4. Unethical conduct
5. Unfair or arbitrary application of enrollment policy

Complaints that are specific to an individual site should first be brought for resolution to the appropriate school district staff person. Every effort shall be made to resolve the complaint at that level.

If the situation is not satisfactorily resolved, the complaint will continue to the next step.

Complainants shall:

1. Present their complaint in writing
2. Describe specifically the conditions or circumstances of concern
3. Sign the complaint and provide contact information.

The complaint shall be addressed to NWESD's ECEAP administration:

1. NWESD, ECEAP Program Manager, 360.299.4000, 1601 R Avenue, Anacortes, WA 98221
2. NWESD, Assistant Superintendent, 360.299.4021, 1601 R Avenue, Anacortes, WA 98221

Upon receipt of the written complaint, the ECEAP Program Manager will conduct a thorough investigation of the complaint. This investigation may include a formal conference with the complainant and, if appropriate, other parties who may have information regarding the allegations in the complaint. The Program Manager will respond in writing to the complainant regarding the status or resolution of the complaint within 15 working days. A brief report of the complaint (preserving confidentiality) will be presented to the ECEAP Policy Council.

If the complainant remains unsatisfied after receiving their response from NWESD 189, they may contact ECEAP officials at ECEAP@dcyf.wa.gov for further assistance.

A complaint will not compromise a family's ability to access ECEAP services or impact the staff/child or staff/family interactions negatively. This procedure will be reviewed annually by the ECEAP policy council.