



## **Grievance Policy & Procedures**

### **Policy**

DREAMS Center for Arts Education recognizes and respects the rights of students, parents, staff and the community and encourages them to voice their concerns, complaints and grievances. These concerns, complaints or grievances must be reviewed and addressed by members of the DREAMS leadership team and/or Board of Directors in a timely manner with clear communication to the individual who raised the concern.

### **Procedures**

Complaints or grievances may be presented either verbally or in writing. Written communication can be made via the DREAMS website link for Grievances, by direct email to [info@dreamswilmington.org](mailto:info@dreamswilmington.org) or by mail to 901 Fanning Street, Wilmington, NC 28401.

If any member of the DREAMS staff or Board receives a complaint or grievance, s/he will immediately notify the Executive Director, Operations Manager, Program Director or Board Chair depending on the nature of the grievance. All DREAMS staff have been trained to immediately notify their supervisor or the Executive Director of any grievance or complaint. Complaints about potential or suspected student abuse or neglect are urgently referred to the leadership team and/or Board of Directors. A meeting to discuss such concerns will be held within no more than 24 hours of receipt of the complaint, to determine the appropriate course of action.

After a complaint or grievance is reviewed, a response will be made within no more than (3) working days of receipt. The response may be by telephone or a meeting with a following written response. In person meetings can always be requested and will be accommodated to the best of DREAMS' ability.

The Executive Director maintains open communication with parents/guardians, students and the community and wants to hear about any concerns or complaints. Any complainant will have a right to appeal to the Executive Director and ultimately to the Board of Directors should they not be satisfied with the process of investigation into their complaint. Appeals will be requested and responded to in writing.