

STARS Board of Review

STARS Board of Policy on hearing complaints

25. STARS Board of Review Complaint Procedure

The Statewide Training and Resource System believe that when disagreements with the application of STARS policy and process occur they should be resolved at the lowest level possible. The process for resolving complaints is outline below. This process includes a method for appealing the complaint resolution process.

Individuals or organizations who disagree with decisions made by the State Training and Resource System (STARS) should follow the following process to resolve the disagreement.

1. Complaint Resolution

- 1.1 Any provider, facility, sponsor or instructor who is not satisfied with a decision by STARS staff person should first speak with the staff member at STARS providing the decision.
 - The provider, facility, sponsor or instructor should work with the staff to resolve the issue.
- 1.2 If a complaint cannot be resolved at the staff member level, the staff member and provider, facility, sponsor or instructor should involve the staff member's immediate supervisor to attempt a solution.
- 1.3 When complaints cannot be resolved by the immediate supervisor, the executive director of Wyoming Children's Action Alliance will be asked to resolve the complaint.
 - Steps two and three may be combined
 - These steps may occur immediately and by telephone conference call with the provider, facility, sponsor or instructor, the staff member, the supervisor and the executive director convening together.
 - If a conference call cannot be immediately arranged, one should be scheduled within three working days to resolve the issue.
- 1.4 The determination of the executive director of the Wyoming Children's Action Alliance is the decision that will be implemented in the complaint.
- 1.5 If the executive director's decision is unacceptable to the complaining provider, facility, sponsor or instructor an appeal may be filed with STARS Board of Review. The STARS Board of Review is final arbiter in the complaint process.

2. Appeals

- 2.1 Any provider, facility, sponsor or instructor who wishes to appeal a decision by STARS may do so by completing the following form and submitting it to the STARS Board of Review.
- 2.2 Complaints about the STARS system may address

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- 2.2.1 Policies of the STARS system
- 2.2.2 Acceptance/rejection of training evaluation forms or college courses for credit
- 2.2.3 Acceptance/rejection of credentials
- 2.2.4 Acceptance/rejection of class or instructor approval
- 2.2.5 Classification of instructor or class level
- 1.2.6 All complaints must provide specific details
- 2.3 Complaints should be addressed to the Board of Review and sent in care of the staff support person for the board at the Wyoming Children's Action Alliance.
- 2.4 The STARS Board of Review will deal with complaints as they arise in the following manner:
 - 2.4.1 Complaints will be forwarded to the STARS Board of Review within three working days of receipt a specific complaint.
 - 2.4.2 A telephone conference meeting to hear the complaint will be scheduled within 15 working days of receipt of a specific complaint.
 - 2.4.3 The complaining party will be provided with conference call-in information for the meeting to support their attendance at the call.
 - 2.4.4 The Board of Review may seek additional information from the complaining party and/or from the staff of STARS.
 - 2.4.5 The Board may make take one of the following actions:
 - Reverse the decision of the Wyoming Children's Action Alliance
 - Reject the complaint
 - Recommend an amendment or change in policy or process
 - Determine that the complaint is not within the scope of the board to resolve. For example, the issue is related to licensing regulation.
- 2.5 The STARS Board of Review will provide the complainant with a written report of its finding within three business days of the meeting.
 - 2.5.1 A written report will be provided whether or not the complaining party attends the meeting which will be mailed to the person at the address provided on the complaint form.
- 2.6 A formal list of all complaints and their resolution will be available annually On October 1, following the end of the fiscal year.

Complaints should be addressed to and provided on the following form:

STARS Board of Review Complaint Process
c/o STARS Board of Review staff support
Wyoming Children's Action Alliance
3116 Old Faithful Road, Suite 100
Cheyenne, WY 82001
FAX: 1-307-635-2306

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COMPLAINT FORM

Complainant Name: _____

Address: _____

Preferred Phone Number for contact in this matter: _____

Email address: _____

STARS ID Number: _____ (if you have one)

Trainer ID Number: _____ (if you have one)

Facility ID and Name: _____

Please check the element on which you have a dispute:

- Policies of the STARS system
- Acceptance/rejection of training evaluation forms or college courses for credit
- Acceptance/rejection of credentials
- Acceptance/rejection of class or instructor approval
- Classification of instructor or class level

Date on which the issue first developed _____

Staff member(s) to whom you spoke _____

Date on which you conferred with the executive director to resolve this issue _____

What was the decision the executive director provided for you? _____

Provide your reason for seeking a change in this decision: _____

You may use an additional page if needed.

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Policy from the STARS Board of Review Policy document

21. Due Process

The Statewide Training and Resource System believe that when disagreements with the application of STARS policy and process occur they should be resolved at the lowest level possible.

Individuals with complaints are encouraged to resolve issues with the staff person issuing the disputed decision as the first step. If this step does not result in resolution of the complaint follow-up with supervisory personnel is advised. When these attempts do not result in a satisfactory resolution of a complaint a formal appeal may be filed with the STARS Board of Review.

All staff will be formally trained on the complaint and appeal processes and required to track low level complaint resolution efforts and referral to supervisors on internal tracking forms.

Individuals or organizations, which dispute decisions made by the State Training and Resource System staff, may appeal decisions to the STARS Board of Review. The process for filing a complaint is available on the website or by request at the WCAA office and in Section 25 below.

20. Complaint review body

The STARS Board of Review is an advisory body made of up child care practitioners from all three types of licensed facilities, instructors, and agency personnel. This body makes recommendations about policy, operational procedures and standards used by the Statewide Training and Resource System (STARS).

The STARS Board of Review also makes recommendations to the STARS contractor (WCAA) and the state licensing agency on changes and improvement to the State Training and Resource System.

21. Appeals

All appeals to the decisions of registry will be referred to the STARS Board of Review. Board decisions are final. The process for filing a complaint is available on the website or by request at the WCAA office and in Section 25.