



Procedure for Handling External Complaints and Grievances Regarding Texas CASA Staff

Texas CASA staff engage with the entire Texas CASA community on matters that are, many times, sensitive and urgent. The nature of the interactions might evoke a wide range of emotions. When an issue arises concerning an employee of Texas CASA the following procedure should be followed.

1. The individual with the complaint/concern (i.e., complainant) should attempt to address the issue with the employee (i.e., respondent), stating the nature of the issue in order to seek resolution. Should the issue fail to be resolved in this manner or if the individual rather not address it directly with the employee then the individual should proceed to step 2 below.
2. A written complaint, specifying the issue and steps taken to resolve it should be sent to the Chief Network Services Officer (Deedra Baker, dbaker@texascasa.org) who will forward to the employee's direct supervisor, with a copy sent to the respondent. Should the issue fail to be resolved proceed to step 3 below. **Note: A written complaint could be either an email or written letter for this and steps three and four below. If emailed, the complainant should receive an acknowledgement of receipt.**
3. A written complaint, specifying the issue and steps taken to resolve it will be sent to the CEO of Texas CASA with a copy sent to the respondent's supervisor. Should the issue failed to be resolved at this level proceed to step 4 below.
4. A written complaint, specifying the issue and steps taken to resolve it should be sent to the Texas CASA Board President with a copy sent to the CEO of Texas CASA.

In steps 2 – 4 the Texas CASA recipient of a complaint should respond to the complaint within 72 hours of receipt. **Please note that the time of receipt may differ from the date the complaint is sent.**

5. The Texas CASA Board President will determine if the response requires consultation with relevant individuals (e.g. Texas CASA CEO, additional input from the Executive Committee, etc.) The Texas CASA board will provide a response in writing to the complainant within 30 days.