COMPLAINT AND GRIEVANCE PROCEDURES

If you believe that there has been a violation of any laws or regulations, or if you have a problem regarding services received, you have the right to file a grievance.

The following procedures are to be followed when filing a grievance:

1. Identify the complaint/grievance in writing and discuss it with the contractor/service provider.
   Time frame: Within 1 week of discrimination/violation/problem.
   If resolved at this level, no further action is required. If no resolution is apparent within 10 calendar days, proceed with Step 2.

2. Forward the written complaint/grievance to First 5 San Bernardino, Program Manager
   Time frame: Within 1 week of Step 1.
   If resolved at this level, no further action is required. If no resolution is apparent within 20 calendar days, proceed with Step 3.

3. Forward the written complaint/grievance to the following address:
   First 5 San Bernardino
   Attn: Executive Director
   735 East Carnegie Drive, Suite 150
   San Bernardino, CA 92408
   Time frame: Within 1 week of Step 2. If resolved at this level, no further action is required.

4. If no solution is apparent after Steps 1-3 have been exhausted forward copy of written grievance to:
   First 5 San Bernardino
   Attn: First 5 Commission Board
   735 East Carnegie Drive, Suite 150
   San Bernardino, CA 92408
   You will be contacted within 10 calendar days of any actions being taken. Please note: Each of these steps must be completed in the sequence shown.

If you believe that your civil rights have been violated, please contact:

Executive Director
First 5 San Bernardino
735 East Carnegie Drive, Suite 150
San Bernardino, CA 92408