



Complaint Policy and Procedure

Filing a Complaint

1. Any parent or individual may file a complaint with SEED MD.
2. The complaint shall be in writing and signed by the individual.
3. Each complaint shall contain:
 - a. A statement of the concern
 - b. Facts and evidence upon which the complaint is based

Receipt of the Complaint

1. Complaints will be reviewed by the person who is most directly involved for resolution, if possible.
2. A record of the complaint will be kept to include the date of the receipt, notes related to work/investigation about the complaint and then, final resolution or next steps.
3. Responses to complaints will be issued within 48 hours of SEED MD's hours of operation. Please note that some incidents may require longer processing time for proper investigation, in which the response time will take no more than 3 days.
4. A written response of resolution may be sent to the person initiating the complaint as needed.

Resolution of the Complaint

1. The person most connected to the complaint may resolve the issue on his/her own with the person initiating the complaint and then inform their immediate supervisor of the complaint and resolution.
2. If the complaint cannot be resolved or the resolution does not satisfy either one of the parties, the complaint may be forwarded to the next level of supervision for the review and action.
3. This referral process may continue up to SEED MD's Board of Trustees.