



1130 NW 85th Street
Seattle, Washington 98117

206.461.0123
fax 206.461.7370

Page Ahead Children's Literacy Program Constituent Treatment Policy

Page Ahead strives to do its work in a safe, timely, appropriate and dignified manner. To that end we will:

1. Only elicit information that is necessary for the operation of our programs
2. Use care when storing, reviewing or transmitting information so privacy is protected
3. Operate facilities and programs that are appropriately accessible
4. Communicate clearly and completely to enable a full understanding of what may be expected (and not expected) from our programs and services

In the event that a person or agency believes they have not been accorded a reasonable interpretation of their protection under this policy, they may wish to voice a complaint.

Informal resolution of complaints

Complaints about Page Ahead should first be brought to the relevant staff person. Most complaints can be resolved by informal discussions between the complainant and the staff member. Concerns should be expressed as soon as possible to allow early resolution.

Formal complaints

Should the complaint not be resolved by an informal discussion with the relevant staff member, the complainant may file a formal complaint with Page Ahead's Program Committee.

1. The person filing the formal complaint will put his/her complaint in writing and mail it to:

Page Ahead Children's Literacy Program
Program Committee Chair
1130 NW 85th Street
Seattle, WA 98117

2. The complaint should be specific and describe conditions or circumstances of the concern.
3. The complaint should include information on how to contact the person making the complaint.

Formal resolution of complaints

A member of the Program Committee will conduct a thorough investigation of the complaint, which may include a phone call or meeting with the complainant. S/he will respond in writing to the complainant not later than 15 working days after the written complaint is received.

Right to appeal the decision of the Program Committee

If the complainant is not satisfied with the response of the Program Committee, s/he may contact the executive director in writing at

Page Ahead Children's Literacy Program
Executive Director
1130 NW 85th Street
Seattle, WA 98117

Appeal process

The Executive Director will conduct a thorough investigation of the appeal which may include a phone call or meeting with the complainant. S/he will respond in writing within 15 working days of receiving the appeal.