QUALITYFIRST!
Arizona's Quality Improvement & Rating System
A FIRST THINGS FIRST INITIATIVE

INFORMAL DISPUTE RESOLUTION POLICY

POLICY STATEMENT

The Informal Dispute Resolution Policy will be implemented by the Quality First grantee when a participant has a complaint with an agency partner or Quality First programmatic decision and/or policy. The informal dispute process will assist in addressing complaints that may include but are not limited to items such as: personality conflict, communication differences, explanation of assessment reports or any programmatic complaint relating to coaching, assessment, or consultation. In such instances, the Quality First grantee will facilitate the informal dispute process with participants. If the Quality First grantee, agency partner and/or participant believe that the complaint was not satisfactorily resolved after the initial informal review, First Things First will then participate in the informal dispute process and attempts will be made to assist all parties in reaching a reasonable solution.

INFORMAL DISPUTE PROCEDURE

1. Informal Review
   a. The Quality First grantee and coaching agency should make all attempts to resolve complaints through direct communications with Quality First participant. In this step, the complaint should be discussed verbally during a teleconference and/or scheduled meeting with the participant. The Quality First grantee or coaching agency should document the discussion with the participant in the activity log of the extranet.

   b. If it is determined that the participant is reluctant to discuss the complaint with the Quality First grantee and coaching agency, the grantee will notify the Director of Quality First. The Director of Quality First will then contact the participant to discuss the complaint and attempt to determine a solution. First Things First will notify the grantee of all discussions and meetings related to the complaint.

2. Formal Review
   a. If the complaint is not resolved through the informal review, the participant, Quality First grantee and coaching agency may proceed to step two by submitting a Quality First Complaint form. The Quality First Complaint form will be used to document the following:
      i. Description of the complaint
      ii. Previous attempts made to resolve the issue
      iii. Recommendations of possible solutions

   *The Quality First Complaint form must be signed and submitted via postal mail, e-mail or fax to:

   Quality First Director
   First Things First
   Central Avenue, Suite 800
   Phoenix, Arizona 85012
   Email: qualityfirst@azftf.gov
   Fax: (602) 274-6351

3. Upon receipt of the Quality First Complaint form, the Quality First Director will:

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a. Review the complaint and determine if the process was followed. If the Informal Review did not occur, the Quality First Director may recommend that the Quality First grantee and coaching agency meet with the participant before proceeding further in the informal dispute resolution process.

b. The Quality First Director will attempt to resolve the dispute through a meeting with all involved parties, first separately and then together. The Quality First Director will contact all parties and attempt to schedule the meetings within **14 days** of receipt of the Quality First Complaint form.

c. The Quality First Director will mail a letter within **14 days** of the final meeting to all parties involved identifying the agency decision.

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Quality First Complaint Form

Site Name and Address:	Telephone Number:
	Coaching Agency Name:
Director/Owner Name:	Date Form Completed:

Directions: Please complete this form and submit to the Quality First Director. All submissions are reviewed by First Things First.

The questions below are to be answered by the person making the complaint or by a person acting with knowledge and consent of the person making the complaint.

1. Describe the complaint/issue.

2. Has there been any attempt to resolve the complaint with the Quality First team (coach, assessor, consultant, supervisor etc.)? If so, please describe details of the telephone discussion, meetings, or written correspondence. Please also include a copy of the Corrective Action Plan as applicable.

3. Do you have recommendations for possible solutions?

Signature of Person filing the complaint	Type Name	Date
Signature of person completing the form (if other than the person filing the complaint)	Type Name	Date

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