



## Positive Resolution Procedure

The Apprenticeship for Child Development Specialist program is committed to reaching positive resolutions for any conflicts or concerns that arise. Any individual with a concern regarding ACDS policy, procedures, or actions should follow the steps outlined below when seeking a positive resolution. In all cases, positive resolutions should reflect the NAEYC Code of Ethical Conduct and the ACDS Policies and Procedures.

1. When applicable, concerns should be discussed and resolved at the local level between local council members; including directors, apprentices, instructors, and local council representatives. Such concerns may include class times, locations, cancellations, and minor misunderstandings.
2. If a positive solution that is agreeable to all involved parties cannot be decided upon at the local level or if the concern is considered beyond the scope of what the local council should resolve, the ACDS Statewide Coordinator should be contacted. The ACDS Statewide Coordinator will consult all parties involved and attempt to resolve the issue. If the issue cannot be resolved in this manner within two weeks the next step will be taken.
3. If a positive solution that is agreeable to all cannot be reached by the ACDS Statewide Coordinator, the process will involve consulting the ACDS Specialist I or II, and the Director and/or Assistant Director of West Virginia Early Childhood Training Connections and Resources (WVECTCR). Concerns may also be discussed with the Executive Director of River Valley Child development Services (RVCDS). If these additional parties are involved, a formal petition must be submitted within two weeks of the petitioner being informed by the ACDS Statewide Coordinator that a formal request is required. A formal request must include the following:
  - Name of petitioner
  - Address of petitioner
  - Telephone number of petitioner
  - Specific issue, concern, grievance
  - Why you feel the previous solution(s) provided by the local council and/or the ACDS Statewide Coordinator was not acceptable
  - Signature of the petitioner
  - Date of the petition

The complete formal request should be submitted to the ACDS Statewide Coordinator who will disseminate the request to the appropriate parties involved in the positive resolution process. Together all attempts to satisfactorily resolve the matter will be explored. This process may take up to an additional two weeks.

4. If the ACDS Statewide Coordinator, with the assistance of the above mentioned individuals, is unable to satisfactorily resolve the matter then the concern will be submitted to the Executive Committee of the ACDS State Executive Council. The formal request for positive resolution will be submitted for the Executive Committee for review. The Executive Committee has up to one month from receiving the formal request to offer suggestions for a solution. Solutions brought

forth by the Executive Committee will be shared with the petitioner for acceptance. The solution will be written on ACDS letterhead and mailed to all involved parties.

5. As a final step in the positive resolution procedure, if the issue is not satisfactorily resolved by the Executive Committee of the ACDS State Executive Council, then all members of the ACDS State Executive Council will be included in the resolution process at the next scheduled meeting date. All information shared in previous steps will be shared with the ACDS Executive Council, including the formal request for a positive resolution. Decisions made by the WV ACDS State Executive Council will be final. The final decision will be written on ACDS letterhead, and mailed to all parties involved.



*This program is being presented with financial assistance as a grant from the West Virginia Department of Health and Human Resources and is administered by West Virginia Early Childhood Training Connections and Resources, a program of River Valley Child Development Services*