

Spokane County Dependency CASA/GAL Grievance Procedure

Upon receipt of a written grievance form, the CASA/GAL Lead Workers shall transmit a copy of the grievance to the Program Supervisor.

The Program Supervisor, with the assistance of the CASA/GAL Program Attorney shall review the grievance. Program Supervisor and CASA/GAL Program Attorney will contact the complainant and the CASA/GAL, and come to an amicable agreement. If an agreement cannot be reached within 3 working days, the Program Supervisor will send the grievance to the CASA/GAL Grievance Committee Chair (Juvenile Court Judge).

The CASA/GAL Grievance Committee Chair will:

- (a) Screen the grievance for potential merit.
 - a. In determining potential merit, the CASA/GAL Grievance Committee Chair shall determine whether it alleges sufficient facts to support a determination that there has been a:
 - i. Violation of the GALRs;
 - ii. Misrepresentation of qualifications to serve as CASA;
 - iii. Breach of Confidentiality;
 - iv. Falsified information in a report or testimony;
 - v. Gross negligence or recklessness in preparation of a report or testimony;
 - vi. Failure to report child abuse, when required;
 - vii. Ex-Parte communication with a judicial officer;
 - viii. Actual conflict of interest or impropriety in performance of CASA/GAL responsibilities;
 - ix. Lack of independence, objectivity, and the appearance of fairness in dealings with parties and professionals, and/or
 - x. Any other actions or failures to take action with respect to the local rules or laws governing CASAs which would reasonably place the suitability of the person to serve as CASA/GAL in question.
- (b) Make a finding that the grievance is without merit on its face declining further review, and so inform the CASA/GAL, complainant and the CASA/GAL Supervisor, or
- (c) Make a finding the grievance has potential merit on its face.
 - a. The CASA/GAL Grievance Committee Chair shall promptly notify the Program Supervisors there is a grievance with potential merit. The Program Supervisors shall inform the CASA and request a written response within five (5) business days of the request. The Program Supervisors shall give the CASA a copy of the grievance and inform his/her CASA supervisor.
 - b. The complainant shall be given a copy of the CASA/GAL's response and within five (5) business days shall submit a reply.

- (d) The CASA response and any reply shall be promptly transmitted to the CASA/GAL Grievance Committee.
 - a. The Grievance Committee shall include:
 - i. Juvenile Court Judge as the Committee Chair
 - ii. Superior Court Commissioners.
 - iii. Other interested parties may apply to be on the CASA/Grievance Committee by contacting the Committee Chair.
 - b. If the Grievance involves an open Dependency or Termination matter, the assigned Court Commissioner shall be excluded.
- (e) Upon receipt of CASA response and any complainant reply, the Grievance Committee shall make a finding as to the issues raised.
- (f) Such findings shall be in writing and state whether there is merit or no merit to the issue or issues.
- (g) The Grievance Committee shall have the authority to issue any or all of the following resolutions:
 - a. Letter of correction
 - b. Refer the CASA to additional training or additional supervision;
 - c. Remove the CASA/GAL from the case;
 - d. For a CASA Volunteer:
 - i. Dismissal from the program;
 - ii. If dismissal from the program, the Program Supervisor shall give the Administrative Office of the Courts notice of such.
 - e. For Staff GAL:
 - i. Recommend dismissal from the program to Juvenile Court management.
 - ii. Juvenile Court management will work in accordance of all employment laws and union contracts;
 - iii. If dismissal from the program, the Program Supervisor shall give the Administrative Office of the Court notice of such.
 - f. Any other action, deemed appropriate.
- (h) During the pendency of this process, the CASA/GAL may continue his/her work on the assigned cases and/or take other cases unless informed otherwise by the Grievance Committee, based on initial screening for merit and seriousness of allegations.
- (i) During the pendency of this process, the CASA may voluntarily withdraw from the case of the program. However, the Grievance Committee may decide to complete the investigation notwithstanding the withdrawal and, may, in their discretion and following authority listed in (g), report the results of the investigation to the Administrative Office of the Courts.

- (j) In making its findings, the Grievance Committee shall consider any prior grievances which resulted in corrective action or the lack of the same, and any mitigating or aggravating factors.
- (k) The complainant, individual CASA, Program Lead workers and Supervisor, shall be notified in writing of the Grievance Committee's decision.
- (l) Any record of grievances filed which are not deemed to have merit shall be confidential and shall not be disclosed except as required by law.
- (m) Grievances which involve an open case shall be resolved within 25 business days of the date of receipt of the written grievance.
- (n) Grievances which do not involve an open case shall be resolved within sixty (60) days of the receipt of the written grievance unless the Grievance Committee deems the allegations call for expedited review.
- (o) All resolutions by the Grievance Committee shall be final and not subject to further appeal.
- (p) The Program Supervisor shall maintain records of the grievance pursuant to the court's record retention policy.

Spokane County Superior Court – Juvenile Division
Dependency GAL/CASA Grievance Procedure

Your full name: _____

Your full address (state and zip): _____

Your phone number: _____

Your email: _____

The CASA/GAL's full name: _____

Your connection to the CASA/GAL? _____

The following areas will be reviewed:

- i. Violation of the GALRs;
- ii. Misrepresentation of qualifications to serve as CASA;
- iii. Breach of Confidentiality;
- iv. Falsified information in a report or testimony;
- v. Gross negligence or recklessness in preparation of a report or testimony;
- vi. Failure to report child abuse, when required;
- vii. Ex-Parte communication with a judicial officer;
- viii. Actual conflict of interest or impropriety in performance of CASA/GAL responsibilities;
- ix. Lack of independence, objectivity, and the appearance of fairness in dealings with parties and professionals, and/or
- x. Any other actions or failures to take action with respect to the local rules or laws governing CASAs which would reasonably place the suitability of the person to serve as CASA/GAL in question.

I. Description of your grievance:

Please provide a detailed statement in your own words, explaining what your grievance is. Include specific dates, times and places. Attach copies of relevant documents.

Signature: _____

Date: _____

Printed Name: _____

Place where signed: _____

SUBMIT the completed Grievance form to:
Spokane County Dependency CASA/GAL Program
c/o Program manager or attorney
902 N Adams Street Spokane WA 99260
or email to: mkolodrub@spokanecounty.org