



COMPLAINT PROCEDURES

CDI complaint procedures were developed to handle complaints against the Institute that involve specific therapeutic programs which are conducted with state or federal funds or that regard charges that the Institute has unlawfully discriminated against someone (Procedures established in accordance with state law, Title 5, CA code of Regulations, Sections 4600-4671).

These complaint procedures may be used to file complaints against the Institute which allege unlawful discrimination under the following federal laws: Section 504 or the Americans with Disabilities Act (discrimination based on physical or mental disability); Title IX (discrimination based on race, color, or national origin). Discrimination complaints must be filed within six months of the last occurrence or when knowledge was first obtained.

Covered Programs

These complaint procedures cover the following educational programs:

1. Infant Development Program
2. Adaptive Skills Program
3. School Based Intervention (NPA)
4. Speech and Language Services
5. Occupational Therapy/Feeding Therapy
6. Educational Therapy
7. Physical Therapy
8. Any other program benefiting from state or federal funds in which occurs discrimination based on ethnicity, ancestry, religion, age, gender (including sexual harassment), sexual orientation, color, physical or mental disability, medical condition, or political belief or affiliation.

How to Submit a Complaint

Any person, organization, or public agency concerned about a violation of state or federal regulations governing a therapeutic or educational program listed in this flyer is to submit a written complaint to:

Tessa Graham, Co-CEO
Child Development Institute
18050 Vanowen Street
Reseda, CA 91335

Only complaints with an original signature will be accepted.

How a Complaint Will Be Answered

Each complaint will be reviewed by the Institutes' Executive Director and Program Directors. We will respond with the following (*within 30 days*):

1. Provide an opportunity for the person or organization complaining and the Institute personnel to present information related to the complaint.
2. Obtain specific information from other persons familiar with events and locations related to the complaint.
3. Review related documents.
4. Prepare a written report on findings and recommended solutions.
5. Notify the person or organization of appeal procedures.