

WHO YOU CAN TALK TO IF YOU HAVE CONCERNS:

1. Talk to your Primary Coach/Family Service Coordinator about the problem. He or she will try to help you seek resolution. If you are not comfortable talking to your Primary Coach/Family Service Coordinator, please contact Dena Bracciano, tiny-k Coordinator at 843-3059.
2. If there is a concern about a tiny-k staff member or provider, please contact Dena Bracciano, tiny-k Coordinator at 843-3059.
3. If you prefer to not speak to the tiny-k Coordinator, you may take your concern directly to the tiny-k Board of Directors President. Please put your concern or problem in writing and either mail it or email it to:

Rusty Schnur-Shelton
1430 Haskell
Lawrence, KS 66044
Phone: 330-4476
Fax: 832-5682
Email: rschnur@usd497.org

Rusty will contact you after receiving your correspondence to discuss your concern. If a resolution cannot be achieved through this discussion, Rusty will share the concern with the rest of the tiny-k Board of Directors. They will discuss the concern to try to resolve it to everyone's satisfaction.

4. If you prefer not to speak to the tiny-k Board President, you may take your concern directly to the State Infant-Toddler Director at the Kansas Department of Health and Environment. Please contact Tiffany Smith-Burk in Topeka at 785-296-6135. She is your "outside contact." A toll free number is available as well. The Make a Difference Information Hotline is 1-800-332-6262. You will be required to send your concern in writing as well to:

Tiffany Smith-Burk
KDHE/Infant Toddler Services
Curtis State Office Building
1000 SW Jackson, Suite 220
Topeka, KS 66612-1274

5. If your concern is not resolved after talking to the above people, a trained mediator will be assigned to work with you and tiny-k to resolve the issue. The mediator will be an impartial person who will listen to both sides of the issue and try to help each side come to an agreement. The resulting mediation agreement is legally binding if both parties are in agreement.
6. If mediation does not resolve the problem to your satisfaction, a due process hearing may be held. This request will be forwarded to KDHE by the mediator, and KDHE will make the arrangements. Mediation, if applicable, and the due process procedures shall be concluded within 30 calendar days of the receipt of the complaint.

A copy of the Mediation and Due Process procedures are attached.

OTHER RESOURCES:

Families Together – 1-800-264-6343

Kansas Make a Difference Information Hotline – 1-800-332-6262

tiny-k Board of Directors – see attached list