

**Policy:**

East Yard Enterprises is committed to providing a fair and transparent environment for its participants. This policy outlines the process for raising grievances and lodging appeals related to the selection, enrollment, and participation in the center's programs. This policy applies to all grievances and appeals related to the selection and enrollment process, as well as issues arising during program participation.

**Grievance Procedure**

1. Initiating a Grievance:
  - Candidates or program participants who believe they have experienced unfair treatment, discrimination, or any other issue are encouraged to submit a grievance in writing to the center's grievance officer within 30 days of the incident.
  - The written grievance should include the nature of the grievance, relevant details, and any supporting evidence.
2. Review and Investigation:
  - Upon receiving a grievance, the grievance officer will acknowledge receipt within 5 business days.
  - The grievance officer will conduct a thorough investigation, which may involve interviews, document reviews, and other relevant inquiries.
  - The investigation should be completed within 15 business days from the date of acknowledgment.
3. Resolution:
  - After the investigation, the grievance officer will issue a written response with findings and any proposed resolution.
  - If a resolution is proposed, it will be implemented within 10 business days of the final decision.

**Appeals Procedure**

1. Submitting an Appeal:
  - If a candidate or participant disagrees with the outcome of the grievance process, they may submit an appeal in writing within 15 business days of receiving the grievance resolution.
  - The appeal should include the reasons for disagreement and any additional supporting information.
2. Review of the Appeal:
  - An appeals panel, consisting of senior center staff and external experts, will review the appeal.
  - The appeals panel will meet within 10 business days of receiving the appeal to discuss and review all relevant information.
  - The appeals panel may request further information or interviews as needed.
3. Final Decision:
  - The appeals panel will issue a final decision in writing within 20 business days of the appeals meeting.
  - This decision is final and binding, and it will include the reasoning behind the decision.
  - If the appeal is upheld, any necessary corrective actions will be implemented within 10 business days.

**Confidentiality and Non-Retaliation**

The center ensures that all grievances and appeals are handled with strict confidentiality. Retaliation against individuals who file grievances or appeals is strictly prohibited.

**Contact Information**

For questions or additional information about the selection and enrollment process, candidates may contact the center's admissions team at: [info@eastyard.org](mailto:info@eastyard.org) or **(868) 491-3684**