

**CHSOFNJ PATRON-FACING GRIEVANCE POLICY
FOR THE TRENTON EDUCATION DANCE INSTITUTE (TEDI)**

DATE: 1.2.25

CHSofNJ prioritizes the comfort, needs and safety of program participants, patrons, volunteers and staff. However, if you have a concern or a complaint, please put the following in writing and email to the TEDI Artistic Director. If the TEDI Artistic Director cannot resolve the concern, then she will share with additional leadership, as outlined below

Please include the following information when submitting your grievance, complaint or concern.

-Name of Patron/Participant/Volunteer Filing Complaint:

-Email:

-Phone Number:

-Main details of concern or complaint (limit to 1 page):

CHSofNJ Process for Reviewing Program-Level Grievances

1. Grievances are addressed first by the Program Director. In the case of TEDI, the TEDI Artistic Director should be sent the grievance. Name/Email: Kayla James, kjames@chsofnj.org. TEDI Artistic Director will check in with other relevant directors on the concern.
2. If the Program Director is not available or the patron wishes to speak to someone else, then the grievance goes to the School-Based Department Director. Name/Email: Mike Roseborough, mroseborough@chsofnj.org. School-Based Director will check in with other relevant directors on the concern.

3. If the grievance cannot be resolved at the Dept Level, the grievance goes to the CHSofNJ CEO for final review. Name/Email: Julie Dees, jdees@chsofnj.org