



Santa Barbara County Education Office Clear Administrative Services Credential Program



Grievance and Appeals Process

The Santa Barbara County Education Office (SBCEO) Clear Administrative Services Credential (CASC) program is designed to meet the needs of all candidates in an equitable and responsive manner. While the ongoing support received from the CASC Director and the Coach further support candidate growth there may be an occasion when a candidate would like to seek further council.

Should a candidate question criteria for program participation, program requirements, participation hours, special needs provision, anti-discrimination policy, program extension request rationale, demonstrating candidate competencies and/or denial of clear administrative services credential, the following process will be implemented, after having met with the program director:

1. The Director will make every attempt to address candidate's concerns during the initial contact.
2. In the event of an unsatisfactory resolution, the candidate may send an email to the Steering Committee at appeal@sbceo.org with the subject line "CASC." The email should include their name, preferred method of contact, a defined issue and an explanation of the rationale for their appeal or grievance.
3. Program staff will contact the candidate within 7 business days to set an appointment to appear before the Steering Committee.
4. The candidate will appear before the Steering Committee to state their perspective.
5. Both the program and the candidate agree to abide by the decision made by the Steering Committee.
6. Program staff will work with the candidate to support candidate's completion of CASC.



Grievance and Appeals Record

Clear Administrative Services Credential (CASC) Program



Candidate Name _____ Date _____ Year _____

Coach _____ Preferred Method of Contact _____

Reason for the Grievance or Appeal (please attach additional paper/documentation if necessary):

Actions	Dates/Notes
Grievance/ Appeal received	
Meeting scheduled between candidate and director (or other appropriate personnel)	
Candidate is notified of the scheduled Appeals meeting within 7 business days of form submission	
Additional information for consideration submitted to Steering Committee one week prior to meeting date	
Candidate notified by the Steering Committee the result of the Appeal	

Determination of the Steering Committee: () Appeal Rejected () Appeal Accepted

Comments: