



Orange County Department of Education Clear Administrative Services Credential Program

Grievance and Appeals Process

Should a candidate question prerequisites 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:

- Step 1: The candidate will submit his/her concern in writing to the coordinator.
- Step 2: Following review of the concern, the coordinator will meet with the candidate to discuss the concern and attempt to resolve the presented issue(s) within two weeks.
- Step 3: In the event that a satisfactory resolution cannot be reached, the coordinator will schedule a meeting with the entire Program Administrative team, who will review the concern, the proposed resolution, and make a final action decision regarding the grievance.
- Step 4: The decision of the Clear Administrative Services Credential Team will be final, and will be forwarded in writing within seven (7) days following the team meeting to the candidate.