Lighting the way to a brighter future...
the Learning Lamp™

We're lighting the way to a brighter future!

2025 Bedford Street ▪ Johnstown, PA 15904 ▪ 814-262-0732 ▪ Fax: 814-262-0837 ▪ thelearninglamp.org

Client Grievance Procedure Instructions

The Learning Lamp is dedicated to providing the highest quality of services to our clients. We believe that to accomplish this, we must provide ways for our clients to give us feedback. This Grievance Procedure was developed to establish a method of addressing concerns that cannot be resolved informally between you and agency staff.

What is a Grievance?

A grievance is a formal expression of concern about any particular issue thought to be unjust, unfair or abusive. Filing a grievance means putting in writing anything that you have experienced that you believe was harmful or unfair.

You have the right to file a grievance at any time without fear of retaliation. The Learning Lamp is committed to consistently providing services to you while a resolution regarding your grievance is in process.

When a Concern Arises

Discuss any concerns with the staff that is working with your family. If a mutually agreed upon decision is not met through this discussion, you should contact the appropriate supervisor. The supervisor will schedule a meeting with you within 10 working days to discuss the unresolved concern. Hopefully, you and the supervisor can reach a mutually agreed upon resolution through this process.

What happens if my grievance is not resolved to my satisfaction?

1. Write the details of your grievance on the attached form. If you would like to provide additional information regarding the grievance, please attach it to the form. Once the form is completed, please send it to the appropriate supervisor, starting with the program or center director who oversees the location where your child receives services. If your grievance involves your child's program or center director, please submit the form to the Human Resources Manager of The Learning Lamp. The form may be mailed to 2025 Bedford Street, Johnstown, PA, 15904 or faxed to (814) 262-0837.

2. If a mutually agreed upon resolution is not met, the program director will immediately send your written grievance to administrator next in line in the Grievance Procedure. He or she will schedule a meeting with you within 10 business days. The final step in the procedure is a mediation meeting with a team comprised of the Chief Executive Officer, Chief Financial Officer, and Chair of the Board of Directors.

The mission of The Learning Lamp is to engage all children in the support they need to succeed. The Learning Lamp is a 501(c)(3) nonprofit organization, donations to which are tax deductible to the fullest extent permitted by law. The official registration and financial information of The Learning Lamp may be obtained from the Pennsylvania Department of State by calling toll free with in Pennsylvania; 1-800-732-0999. Registration does not imply endorsement.

3. If your grievance remains unresolved, you have a right to file a grievance with any or all of the following agencies:

Pennsylvania Department of Public Welfare
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
PO Box 2675
Harrisburg, PA 17105

PA Human Relations Commission
Harrisburg Regional Office
Riverfront Office Center
1101 S. Front St., 5th Floor
Harrisburg, PA 17104

U.S. Dept. of Health & Human Services
Office for Civil Rights
Suite 372, Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111