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<b>Ref #:</b> 1304:50(d)(2)(v)	<b>Policy Council Approval Date:</b> 8/28/07, 4/28/09, 5/19/09, 6/23/09, 10/27/09	<b>Revision Date:</b> 4/11/07, 5/30/07, 4/15/09, 4/29/09, 5/21/09, 6/2/09, 9/30/09, 10/28/09

**COMPONENT: PARENT INVOLVEMENT**

**SUBJECT: COMMUNITY OR PARENT COMPLAINTS**

**PERFORMANCE OBJECTIVE:** To establish and maintain a procedure for working with grantee agency to resolve community and parent complaints about the program.

**OPERATING PROCEDURE:**

Employees of Head Start are expected to treat parents, community volunteers, suppliers, and the general public in a respectful and professional manner at all times. Employees shall refrain from making judgmental or condescending statements concerning families. If client services are initiated prior to the end of the work day, he/she shall receive full and complete services till the need has been met.

**When an individual parent or community member approaches an employee with a concern, the employee should attempt to resolve the concern at the lowest level. A concern is when the issue can be documented on a Family Contact Notes Form and can be resolved by the staff taking the concern. All concerns should be documented on a Family Contact Form and sent to the Family Service Manager for follow-up. The complainant will be asked by the staff documenting the concern if they want a written response to their concern. The staff will mark yes or no on the Family Contact Form. If the complainant wants a written response, the concern becomes a Formal Complaint and will be documented in writing by the complainant on the Highland Rim Complaint Tracking Form requiring a written response within five working days. If the discussion becomes argumentative or accusatory, the employee should refer the individual to the Family Service Manager. A folder is on the server for the Family Service Manager to enter into the Parent/Community Formal Complaint Tracking Form the name, date, center and resolution of each Formal Complaint. This will be monitored by the Family Service Manager and reported on at the monthly staff meetings. The Family Service Manager will forward this report to the Head Start Director as well as the Executive Director before filing in a confidential locked file.**

## **FORMAL COMPLAINT PROCEDURE**

- 1. All formal complaints will be forwarded to the Family Service Manager. The Family Service Manager will document on the Formal Complaint Tracking Form who made the Formal Complaint, the issue and what steps were taken to resolve the situation. The Family Service Manager will confer with the appropriate Manager for resolution if necessary. The Formal Complaint will be fully investigated by the appropriate Manager who will complete the Complaint Tracking Form. The Family Service Manager will provide a written response within five (5) working days to the complainant. The Family Service Manager will forward a copy of the Formal Complaint Tracking Form, via email, to the appropriate Manager, Head Start Director and Executive Director.**
- 2. If unresolved, the complainant may file a written Formal Complaint with the Head Start Director. The Head Start Director shall review the Formal Complaint and written response of the Family Service Manager and investigate further. The Head Start Director will provide a written response to the complainant within five (5) working days. If more time is needed to completely resolve the matter, the Director will call the complainant to request more time to investigate the situation thoroughly. The Director will note the progress of the investigation on the Formal Complaint Tracking Form and forward the form to the appropriate Manager, Family Service Manager, and Executive Director.**
- 3. If the decision rendered by the Head Start Director is not satisfactory to the complainant or if the response was not provided within five (5) working days, the complainant may file the Formal Complaint with the Executive Director. The Executive Director will notify the Head Start Director of receipt of the Formal Complaint and obtain copies of written responses. The Executive Director will note the progress of the investigation on the Formal Complaint Tracking Form and forward the form to the appropriate Managers.**
- 4. If the decision rendered by the Executive Director is not satisfactory to the complainant or if the response was not provided within five (5) working days, the complainant may file the Formal Complaint with the Policy Council. The Policy Council will notify the Executive Director of receipt of the Formal Complaint and obtain copies of written responses. The Chairperson will mail Grievance Committee members copies of the Formal Complaint and responses with notification of a meeting, to be scheduled within ten (10) working days from receipt of the Formal Complaint. Involved parties will be notified of the date, time and location of the meeting. Each party of the Formal Complaint may be**

represented by their attorneys and witnesses may attend the Grievance Committee meeting. Recesses or continuances may be granted by a majority vote of the Grievance Committee. The Grievance Committee shall make a written recommendation within three (3) working days following completion of the hearing. The recommendation of the Grievance Committee shall be presented to the Policy Council for vote at its next regularly scheduled meeting. **The Family Service Manager shall update the Formal Complaint Tracking Form with the decision of the Policy Council and forward to all involved Managers, the Head Start Director, and the Executive Director.**

5. If the decision rendered by the Policy Council is not satisfactory to the complainant or if the response was not provided within five (5) working days, the complainant may file the Formal Complaint with the Board of Directors. The Board of Directors will notify the Policy Council of receipt of the Formal Complaint and obtain copies of written responses. The Chairperson will mail Grievance Committee members copies of the Formal Complaint and responses with notification of a meeting, to be scheduled within ten (10) working days from receipt of the Formal Complaint. Involved parties will be notified of the date, time and location of the meeting. Each party of the Formal Complaint may be represented by their attorneys and witnesses may attend the Grievance Committee meeting. Recesses or continuances may be granted by a majority vote of the Grievance Committee. The Grievance Committee shall make a written recommendation within three (3) working days following completion of the hearing. The recommendation of the grievance committee shall be presented to the Board of Directors for vote at its next regularly scheduled meeting. The decision of the Board of Directors shall be final regarding the Formal Complaint. **The Family Service Manager shall update the Formal Complaint Tracking Form with the decision of the Board of Directors and forwarded to all involved Managers, the Head Start Director, and the Executive Director.**