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<b>Ref #:</b> 1304:50(d)(2)(v)	<b>Policy Council Approval Date:</b> 8/28/07	<b>Revision Date:</b> 4/11/07, 5/30/07

**COMPONENT: PARENT INVOLVEMENT**

**SUBJECT: COMMUNITY OR PARENT COMPLAINTS**

**PERFORMANCE OBJECTIVE:** There must be a written complaint procedure for community or parent concerns about the Head Start program, approved by the Policy Council, and not the same as the employee’s grievance procedure.

**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 a parent or community volunteer approaches an employee with a question or complaint, the employee should answer the questions or discuss the complaint and attempt to resolve the situation. If the discussion becomes argumentative or accusatory, the employee should refer the individual to their immediate supervisor. When issues cannot be satisfactorily resolved, individuals have the right to file a grievance.

**GRIEVANCE DEFINITION**

A grievance is a circumstance thought to be unjust and grounds for complaint.

1. A grievance shall be presented in writing to the supervisor of the area involved. The supervisor will assist in transcribing an oral complaint if needed. The supervisor will fully investigate the complaint and provide a written response within five (5) working days to the grievant.
2. In unresolved, the grievant may file a complaint with the Head Start Director within three (3) working days. The Head Start Director shall review the grievance and written response and do further investigation involving all parties, whether separately or together. The Head Start Director will provide a written response to the complaint within five (5) working days, even if more time is needed to completely resolve the matter.
3. If the decision rendered by the Head Start Director is not satisfactory to the grievant or if the response was not provided within five (5) working days, the grievant may file the

complaint with the Policy Council Chairperson within three (3) working days. The Policy Council Chairperson will notify the Head Start Director of receipt of the grievance and obtain copies of written responses. The Chairperson will mail grievance committee members copies of the complaint and responses with notification of a meeting, to be scheduled within ten (10) working days from receipt of the grievance. Involved parties will be notified of the date, time and location of the meeting. Each party of the grievance 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 decision of the Policy Council shall be final regarding the grievance.