

Community and Parent Complaint Process

New Head Start Act

(E) RESPONSIBILITIES- The governing body shall—

(X) establishing, adopting, and periodically updating written standards of conduct that establish standards and formal procedures for disclosing, addressing, and resolving--

(bb) complaints, including investigations, when appropriate;

Complaint Forms, with stamped, addressed envelopes are available in the parent area. Envelopes are addressed to the PHS: Family Services Coordinator or EHS: Community Development Director at C.O. address.

1. Complainant will take concern to the site staff. Staff will attempt to resolve issues at the site level.
2. If complaint is not resolved, complaint will be sent to the PHS: Family Services Coordinator or EHS: Community Development Director. PHS: Family Services Coordinator or EHS: Community Development Director will work with complainant and staff to resolve the complaint.
3. Content/Dept staff will be involved as needed.
4. All complaints reported to Family Services Coordinator or Community Development Director will be reported monthly to PC & BOD.
5. Complainants will receive a letter of resolution.
6. Unresolved complaints will be taken to the PC sub committee for resolution.
7. If the PC subcommittee is unable to resolve the issue, it will go to BOD for final resolution.

Complaints can be taken verbally. Staff will document this on the Complaint form and follow this procedure.

Parents and community members may contact the PHS: Family Services Coordinator or EHS: Community Development Director to voice concerns.

This process is explained at parent orientation and reviewed at the first Family Service Home Visit.