

Big Sandy Area C.A.P., Inc. – HEAD START
Program Policies and Procedures

Parent-Community Complaint

POLICY:

A standard procedure will be used in the event a parent or legal guardian has a complaint that cannot be resolved at the center level

GUIDELINES:

1. When a parent has a complaint that cannot be resolved at the center level, he/she is instructed by the center staff to complete a Community/Parent Complaint form. This form may be found on the Parent Board in each classroom. The parent will then forward the completed form to the Head Start Director or on-site supervisor.
2. The HS Director may contact the parent/guardian in an attempt to resolve the problem. If a solution is not reached, The HS Director will contact all parties involved including the center staff and responsible supervisors for clarification on the situation. The director will also contact the parent/guardian making the complaint to gather all relevant information.
3. After reviewing the information, the HS Director may contact the parent by telephone to offer a solution to the situation. If the parent does not agree with the proposed action, he/she must then request in writing within ten (10) days, for the director to arrange a hearing before the Policy Council Grievance Committee.
4. The director will schedule a hearing for the parent/guardian with the PC Grievance Committee at a time and location acceptable to all parties within thirty (30) days after the written request from the parent/guardian.
5. The action recommended by the Grievance Committee as a result of the hearing will be reported to the Executive Committee and the Executive Director of the agency.