

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

Community/Parent 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

. This policy relates to Head Start Performance Standards 45 CFR Part 1304.50

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 center staff will then forward the form to their Site Supervisor or supervisory staff member.
2. The supervisor may contact the parent/guardian in an attempt to resolve the problem. If a solution is not reached, the supervisor will forward the complaint and all documentation on to the Head Start Director.
3. The Head Start 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.
4. After reviewing the information, the Head Start 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.
5. The director will then notify the Executive Director of the agency about the situation.
6. 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.
7. 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.