

WOOD COUNTY HEAD START, INC.
PARENT/COMMUNITY COMPLAINT PROCEDURE

The purpose of the Complaint Procedure is to give parents the opportunity to communicate a complaint or concern about a particular issue to the Head Start staff.

Step One

To avoid misunderstandings and clarify issues, the first step in the process is a face to face discussion between the parties involved. Parents should discuss their concern with the staff person involved. If parents are not comfortable contacting the staff person directly, they may ask the Manager or Director to be involved in the discussion.

Step Two

In the event the issue cannot be resolved directly by the parties involved, the parent must submit their complaint in writing to the appropriate Manager. The complaint should contain the parent's name, address, and telephone number. It should clearly describe the facts of the complaint, as well as the issue or concern, and their thought about an appropriate remedy. It must be submitted on the *Parent/Community Complaint Form*. A copy of this form is attached.

Step Three

In conjunction with the appropriate management staff, the Manager will investigate the complaint and provide a written response to the complaint within 10 working days of receiving the completed *Parent/Community Complaint Form*.

**WOOD COUNTY HEAD START, INC.
PARENT/COMMUNITY COMPLAINT FORM**

Name: _____

Date: _____

Address: _____

Center: _____

Phone: _____

Explanation of complaint, including names of witnesses or others who were present, AND date, AND location of occurrence: _____

What do you believe is an appropriate remedy?

Investigation findings:

Resolution of Complaint:

Staff Signature: _____ Date: _____

Title: _____