



# COMMUNITY ACTION HEAD START & EARLY LEARNING PROGRAMS

## PARENT AND COMMUNITY COMPLAINT POLICY

### Policy:

Participation by parents and the greater community is an important aspect Head Start and Early Learning Programs. One way that HS & ELP supports this participation is through maintenance of an effective system for collecting, documenting, and responding to complaints or concerns from parents or the greater community. It is the policy of HS & ELP to promptly review, respond to, and resolve complaints from the community in accordance with the procedure described below.

### Procedure:

- Within five working days of becoming aware of an action or actions that cause concern, a formal parent or community complaint must be submitted in writing to the Director of Child and Family Support Services at 56 Vernon Street, Northampton MA 01060. The written complaint should include an explanation of the problem, date and time of occurrence, inclusion of names of individuals thought to be involved, and complainant's name and phone number.
- The Director of Child and Family Support Services will investigate and make every effort to resolve the complaint within two weeks of receipt; if the Director of Child and Family Support Services cannot satisfactorily resolve the complaint, she will refer the complaint to the Head Start Director.
- The Director will review the complaint and, within two weeks of receipt and in consultation with Community Action Senior Administrative Staff, as appropriate, will determine necessary follow up steps and actions to be taken.
- In all instances that involve the greater community, the Head Start Director will inform the Agency Executive Director and the Policy Council of the complaint and engage the Policy Council, to the extent possible, regarding action to be taken.
- In instances that involve individual parents' complaints, Head Start Senior Management Staff will do its utmost to retain family confidentiality and, in those that are of a serious nature, will inform the Policy Council of action taken, as appropriate.
- HS & ELP shall not respond to anonymous community complaints.