

BCMW Head Start

Parent and Community Complaint/Concern Policy



PURPOSE: To allow all BCMW Head Start parents, as well as community members, to voice complaints/concerns in regard to the program and to ensure effective practices are put into place to resolve all concerns/complaints to the best of the program's ability.

POLICY: BCMW Head Start will ensure that all complaints/concerns from parents and/or community members are heard and acted upon in a timely manner to achieve an agreeable outcome. BCMW Head Start will make a final determination of the complaint/concern within 10 business days. For complaints/concerns that go beyond the Head Start to the BCMW Executive Director and/or Board, an additional 10 business days will be allowed.

PROCEDURE:

Parent Complaint/Concern:

1. Complete the Complaint/Concern Form and give to your Teacher/Parent Educator for discussion. If no resolution to the complaint/concern is achieved, go to STEP # 2.
2. Contact the Family Community Engagement Manager at ext. 141 and ask for a meeting with you. If no resolution to the complaint/concern is achieved, go to STEP #3.
3. If you are not satisfied with the outcome you may contact the Head Start Director and the Policy Council Chairperson. If no resolution to the complaint/concern is achieved, go to STEP #4.
4. If no resolution to the complaint/concern is achieved, the BCMW Executive Director will meet with the parties involved. If no resolution to the complaint/concern is achieved, go to STEP #5.
5. If all of the above avenues do not lead to a successful resolution of the complaint/concern, you may submit an appeal in writing to the Executive Director for final determination to be made by the appropriate BCMW Board Committee.
6. FINAL determination will be made by the BCMW Board of Directors.

Community Complaint/Concern:

1. Complete the Complaint/Concern Form and mail to the Head Start/Early Head Start Director.
2. The Head Start Director will contact you as soon as possible to set up an appointment to discuss the matter. If no resolution to the complaint/concern is achieved, go to STEP #3.
3. The BCMW Executive Director will contact you as soon as possible to set up an appointment to meet with the parties involved, including the Head Start/Early Head Start Director and the Policy Council Chairperson. If no resolution to the complaint/concern is achieved, go to STEP #4.
4. If all the above avenues do not lead to a successful resolution of the complaint/concern, you may submit an appeal in writing to the Executive Director for final determination to be made by the appropriate BCMW Board Committee.
5. FINAL determination will be made by the BCMW Board of Directors.