

BCMW Head Start/Early Head Start Parent and Community Complaint/Concern Policy



PURPOSE: To allow all parents and community members to voice complaints/concerns about the program.

POLICY: BCMW Head Start/Early 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/Early Head Start will make a final determination of the complaint/concern within 10 business days. For complaints/concerns that go beyond the Head Start/Early Head Start Director to the BCMW Executive Director and/or Board, an additional 10 business days will be allowed.

PROCEDURE:

PART 1 - Head Start/Early Head Start Parent Complaint/Concern:

1. Complete the Complaint/Concern Form and give to your Teacher/Home Visitor for discussion. If no resolution to the complaint/concern is achieved, go to STEP # 2.
2. Contact Tammy Barbre, Education Manager, at 532-4890 ext. 139 and ask for a meeting with you and the Teacher/Home Visitor. If no resolution to the complaint/concern is achieved, go to STEP #3.
3. Notify the Education Manager that you are still not satisfied and ask for a meeting with 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.

PART 2 - Community Complaint/Concern:

1. Complete the Complaint/Concern Form and mail to the Head Start/Early Head Start Director.
2. The Head Start/Early 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 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.
5. FINAL determination will be made by the BCMW Board of Directors.

BCMW Community Services, Inc.
Head Start/Early Head Start
Parent and Community Complaint/Concern Form

Complaint/Concern: _____

Printed Name

Date

Signature

Telephone Number

Address

City, State, Zip Code

Head Start/Early Head Start Parent complaint/concern: Please follow steps in Part 1 of process

Community complaint/concern: Please follow steps in Part 2 of process and mail to:

Mrs. Maria Koehler, Head Start/Early Head Start Director
Or
Ms. Sue Castleman, BCMW Executive Director
909 E Rexford - PO Box 729
Centralia, Illinois 62801

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Office use only:
Follow-up: _____

Staff Signature

Date