

COMMUNITY ACTION TEAM CHILD & FAMILY DEVELOPMENT PROGRAMS

Parent or Community Grievance Policy

If a community member or parent has a complaint they need to present their grievance in the following manner.

1. Community members that have a problem/concern with the program should speak to the Program or Center Manager in that community. If unresolved within four (4) working days, the Child and Family Development Program (CFDP) Director shall be notified in writing of the grievance and the Manager's response. The Director shall inform Policy Council at the next meeting.
2. A parent of Head Start, Healthy Start, or the Parent Education program should speak to the appropriate staff person and/or the Program or Center Manager about their problem/concern. If unresolved, they should proceed as follows:
 - a. If it is a general program concern, the next step will be to inform the CFDP Director. This will be done in writing stating the nature of the concern and listing possible solutions. A copy will be sent to the Policy Council Chair for review. Policy Council will take action at the next meeting.
 - b. If a staff person is involved, personnel policies will be followed.
 - c. After the matter has been addressed at Policy Council, the matter will be considered closed after ten (10) days of an agreeable solution being worked out with the parent/community member.
 - d. If needed the program will adopt policies and procedures to assure that the problem/concern remains clear.
 - e. If no agreeable solution has been achieved then the matter may be addressed to the Executive Director/Community Action Team, Inc. Board.