



## **Parent Concern Resolution**

### **APPROACH:**

The Head Start (HS) and Early Head Start (EHS) program encourages a climate of open communication between parents, community members, and employees. People of goodwill, working together for a good cause, will sometimes have disagreements or problems. It is the intent of this procedure to resolve such issues in a positive and problem-solving fashion.

Therefore, every attempt should be made to handle the situation directly with those involved. Often, issues can be resolved easily when the concern is articulated and discussed. Problem-solving is everyone's responsibility. When parents have a concern or complaint regarding the Head Start or EHS program or an employee of the program, it is the parent's responsibility to bring the matter up for resolution.

### **For concerns regarding the Head Start/Early Head Start PROGRAM:**

Parents will talk directly with center staff (either the Site Manager, Family Advocate, Teacher, or the EHS Specialist 1's) if they have a concern related to the program.

If the matter is not resolved, the parent may contact the Site Manager Lead, who will review the concern, follow up with the parent and notify the 0-5 Education Director.

- If the matter is still not resolved to the parent's satisfaction, the parent can then contact the Head Start Director directly to discuss the matter by emailing: [0-5.Director@socfc.org](mailto:0-5.Director@socfc.org)
- If a resolution has not been achieved at the Program Director level, the parent may contact the Executive Director (who reports directly to the Board of Directors) by emailing: [Executive.Director@socfc.org](mailto:Executive.Director@socfc.org)

### **For concerns regarding an EMPLOYEE:**

Parents are encouraged to discuss the concern directly with the employee with whom there is a concern before taking other steps.

- In situations where the parent is uncomfortable discussing the matter with the employee directly, they are encouraged to contact the Site Manager.
- If the concern is with the Site Manager, the parent may go directly to the Site Manager Lead.
- If the concern is not resolved to the parent's satisfaction after discussing the matter with the Site Manager Lead, the parent can follow the same steps listed above by going to the Education Director and 0-5 Head Start Director to discuss the matter.
- If, after discussing the matter with the appropriate Program Director, the concern is not resolved the parent may contact the Executive Director, who reports directly to the Board of Directors.