

## **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 or Employee:**

Parents will talk directly with center staff (either the Site Manager, Family Advocate, Teacher).

If the matter is not resolved, the parent may contact the appropriate Department Manager with support of the Site Manager or by contacting the Main Office. The Site Manager will contact the appropriate Department Manager for a consult. After which the Department Manager will contact the parent to discuss concerns.

- If it's a classroom concern, you will be directed to the Education Manager.
- If it's a concern with a Family Advocate or another parent or community partner, you will be directed to the Parent Family and Community Engagement Manager.
- If it's a concern with meals, the Cooks or Cook Assist, you will be referred to the Nutrition Manager.
- If it's a concern with health, medication, immunizations, you will be referred to the Health Manager.
- If it's a concern with a Site Manager, you will be referred to the Site Manager Lead.

A summary of the meeting will be sent to the 0-5 Head Start Director. A consult will be scheduled if the matter was not resolved.

If the matter is still not resolved to the parent's satisfaction, the parent can then contact the 0-5 Head Start Director directly to discuss the matter by emailing: [0-5.Director@socfc.org](mailto:0-5.Director@socfc.org)

If, after discussing the matter with the 0-5 Head Start Director, the concern is not resolved, 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)