Parent Concern Resolution

POLICY/APPROACH:

The Head Start 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.

Policy Council Approval 8/19/2014
Board Approval 8/21/2014

PROCEDURES:

For concerns regarding the Head Start/EHS Program:
A. Parents will talk directly with center staff (first the Family Advocate or EHS Specialist 1s, and then the Site Manager when needed) if they have a concern. Staff will use relevant Head Start/EHS policies and procedures related to the concern to ensure that parents understand them.
B. If the matter is not resolved, the parent may submit their concern in writing or call the Assistant Head Start Director who will review the concern, follow up with the parent and notify the EHS and/or Head Start Director.
C. If the matter is not resolved, the EHS and/or Head Start Director will review the concern and make a final decision. The decision of the EHS and/or Head Start Director is final.

For concerns regarding an employee:
A. Parents are to discuss the concern directly with the employee with whom there is a concern. In situations where the parent is not comfortable discussing the matter with the employee directly, she/he should go to the Site Manager. If the concern is with the Site Manager, the parent may go to the Assistant Head Start Director.
B. If the issue cannot be resolved with the employee, parents may call or submit their concern in writing to the Assistant Head Start Director.
C. If the matter is not resolved, the written information will be submitted to the EHS and/or Head Start Director. The EHS and/or Head Start Director will respond to the concern. The decision of the EHS and/or Head Start Director is final.