

<b>Department:</b>	<b>Governance</b>	<b>Approval Date:</b>	<b>10/7/2014</b>	<b>Policy Number:</b>	<b>6020</b>
<b>Regulation Number:</b>	<b>1301.3(c)</b>	<b>Regulation Topic:</b>	<b>Program Governance</b>	<b>Policy Title:</b>	<b>Parent/Community Complaint Policy</b>

**Policy:**

Complaints originating at one of the Mid America Head Start direct service provider agencies will follow the complaint procedure for the particular agency involved. If the complaint remains unresolved, then the Mid America Head Start “Parent/Community Complaint Procedure 6020” will be followed.