Department: Governance	Effective Date: 11/1/2014	Procedure Number: 6020
Regulation Number: 1301.3(c)	Regulation Topic: Program Governance	Procedure Title: Parent/Community Complaint Procedure
Version: 1:2014		Version Date: 9/23/2014

Procedure:

Step one

Whenever possible the complaint should be discussed with the person(s) directly involved. The individuals involved should meet informally and make every effort to resolve the issue immediately.

Step two

If individuals involved are unable to resolve the issue informally, the person issuing the complaint will complete the MAHS Community/Parent Complaint form and submit it to the Mid-America Head Start Program Director. The MAHS Program Director will communicate with other staff member(s) responsible for the areas of concern described in the form when appropriate.

Step three

Either the MAHS Program Director or the appropriate MAHS staff member responsible for the area of concern will contact the complainant within one (1) working day to determine the next action to be taken. If resolution is reached during this contact, no further action is necessary. If not, a meeting of the Joint Community Complaints Committee will be scheduled.

Step four

For cases in which a resolution cannot be reached over the phone or through email, the MAHS Program Director will convene a meeting of the Joint Community Complaints Committee. This committee will be comprised of the Policy Council Chairperson and two (2) additional members of the Policy Council along with the MAHS Program Director and appropriate staff. This problem solving meeting will take place within two (2) working days or as soon as possible after receiving a written complaint. If resolution is reached during the Joint Community Complaints Committee meeting no further action is needed. If it is determined necessary, an action plan will be developed that outlines the necessary steps for resolution. All necessary information will be shared with MAHS staff at the next scheduled staff meeting.

If the participants at the meeting are unable to design an acceptable plan or reach agreement, the written complaint is presented to the MARC Director of Early Learning.

Step five

The Director of Early Learning will review the written complaint with appropriate staff and may decide to speak with the complainant or not.

1. The Director of Early Learning will issue a written response to the complainant within five (5) days.
2. The Director of Early Learning will do one of the following:
    a. Devise an action plan developed with staff and complainant.
    b. Recommend a change in procedure to be developed by staff
    c. Determine no action is needed

The decision of the Director of Early Learning will be considered final and is the last step of this procedure.