

Tri-County Community Council, Inc.
Head Start/Early Head Start

Part: 1302 Program Operations
Subpart: J-Program Management and Quality Improvement
Section: 1302.101 Management System
Subject: Community Complaints

Policy:

Complaints will be addressed in a timely manner and according to the following procedure.

Procedure:

1. Community complaints are referred to the Executive Director within 24 hours of being received by a staff member.
2. Full information shall be provided to the Executive Director with the community member's/parent's name, address, phone number, and nature of complaint.
3. All complaints should be put in writing, or the Executive Director personally contacted.
4. Formal complaints will be presented to the Policy Council / Board of Directors for review and with a decision on any action to be considered.
5. The Executive Director will follow through with any recommended action within 24 hours of the Policy Council's / Board of Directors' decision.
6. Confidentiality procedures will be upheld throughout the complaint process.