

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: Complaints within the Program

Policy:

Complaints should be addressed immediately.

Procedure:

1. When a complaint is received either in person or by the phone, it should be recorded on the complaint form.
2. The written complaint is then given to the supervisor in charge.
3. If the complaint is not answered or resolved to the satisfaction of the complaint, the written complaint is then forwarded to the director.
4. After the complaint appears to be resolved the written form is filed.
5. A follow-up phone call or visit will be made within 30 days to make sure that everything is still satisfactory.
6. Complaints not resolved by the Head Start/Early Head Start Director will be taken to the Executive Director for resolution; if a complaint is still not resolved it will be taken to the Policy Council and/or the Board of Directors for resolution.