

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

Part: 1302 Program Operations
Subpart: E- Family and Community Engagement Program Services
Section: 1302.51 Parent Activities to Promote Child Learning and Development
Subject: Parent Grievance Policy

Policy

Parents will be given an opportunity to be involved in community advocacy and to have all questions and concerns addressed in an efficient and timely manner.

Procedure

1. The parent will first address the Center Director with their concern or question.
2. A meeting with the Center Director and other designated staff will be held in an effort to resolve the matter.
3. If there is no resolution, the above parties will meet with the Head Start/Early Head Start Director in an attempt to answer the question or concern.
4. If no resolution is met at this level, the Head Start/Early Head Start Director and the parent with the concern will meet with the Executive Director of Tri-County Community Council in an attempt to reach a resolution.
5. If no resolution is met at this level, the concern or question will be presented at the Policy Council Meeting where the parent with the concern will present their views.
6. If there is no resolution from the Policy Council, the parent with the concern, the Executive Director, and Director of Head Start/Early Head Start will then meet with the Board of Directors of Tri-County Community Council.
7. The board will listen to both sides of the issue and resolve the issue through their ruling on the matter.