

Muskingum County Head Start Program Procedure

Program Governance Procedure #7

Subject: Parent Program Complaint Procedure

Performance Objective: To ensure that parents have an avenue to express their complaints and to have these complaints addressed in a fair and consistent manner.

Procedure:

- I. Parents should express their complaints *in writing* to the teacher, or partnership mentor, who will respond within two working days. If the complaint is with the teacher or partnership mentor at the site, complaints should then be addressed *in writing with a signature* to the Parent & Family Engagement Coordinator.
- II. Complaints not resolved within two working days will be then referred to the Site Manager.
- III. If the complaint is not resolved within two working days, the Site Manager will refer the complaint to the Parent & Family Engagement Coordinator.
- IV. If the complaint is not resolved within one week, the Parent & Family Engagement Manager will refer to the complaint to the Executive Director.
- V. If the complaint is not resolved within two working days, the Executive Director will refer the complaint to the Child Care Resources, Inc. Board.
- VI. The Child Care Resources, Inc. Board is the final authority.
- VII. Muskingum County Head Start reserves the right to lengthen the response time under special circumstances. The parent will be made aware in these situations.

Date: 6/28/12