

IMPASSE RESOLUTION POLICY FOR HEAD START AND EARLY HEAD START

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PERFORMANCE OBJECTIVE: In accordance with 45CFR 1301.6, the Grantee Governing Body and Policy Council jointly must establish written procedures for resolving internal disputes between the governing body and the policy group.

SUMMARY: In the event of an unresolved dispute between the Agency Board of Directors and the Head Start Policy Council, the approved impasse resolution process will be followed. Respect, courtesy and patience must be practiced by all involved parties to ensure that an agreeable solution to the issue is reached.

OPERATIONAL PROCEDURES::

Section 1. General Procedures. Open communication between both groups will be facilitated by reviewing actionable agenda items, sharing of minutes and staff reports. In addition, the Head Start Policy Council will include a member of the Agency Board of Directors and the Agency Board of Directors will include a member of the Head Start Policy Council.

Section 2. Informal Processes. If an unresolved dispute occurs, the following informal processes will be utilized to attempt resolution of the issue:

- a. The Chief Executive Officer and the Head Start Director will jointly prepare a written statement outlining the dispute and ensure that each group reviews the document and has an opportunity to ask questions and seek clarification.
- b. If the impasse is not resolved through this process, the next step will be a meeting of the Chief Executive Officer, Head Start Director, Policy Council Chair and Agency Board Chair. in an attempt to resolve the impasse.
- c. These informal processes must occur within 45 days unless both parties agree to an extension.

Section 3. Formal Processes. If the informal processes do not resolve the conflict within the specified time, the CEO and Head Start Director will prepare a list of disinterested 3rd party mediators. The Board of Directors and the Policy Council will select a mutually agreeable mediator from the list and participate in a formal process of mediation that leads to a resolution of the dispute.

- a. Disinterested parties must not include any parents or family members of children currently enrolled in the Head Start program, and any staff or board members of the Grantee Agency or Head Start program.
- b. Examples of a 3rd party mediator could include attorneys, elected officials, clergy or counselors, business executives, etc.
- c. If no resolution is reached with a mediator, the Board of Directors and the Policy Council will enter into binding arbitration with a mutually agreeable arbitrator. The decision of the arbitrator will be final pending approval of the funding source.