

AGENCY GRIEVANCE PROCEDURE FOR HEAD START COMPLAINTS

Policy Number: AD9409	Effective Date: June 17, 2009
Policy Council Approval Date: June 17, 2009	ESC Board Approval Date: May 4, 2009
Policy Council Review Date: November 17, 2015	ESC Board Review Date: December 3, 2015

PERFORMANCE OBJECTIVE: The grievance procedure is a problem-solving mechanism in which every attempt is made to resolve issues at the lowest level of authority, with the least possible amount of program disturbance. The Economic Security Corporation Board of Directors and Policy Council have established this system to resolve complaints quickly, fairly, and informally in order to devote maximum time, resources, and energy to our mission. This system does not entitle anyone to continued services, specific resolution, or provision of a specific request or desire. Instead, it is intended to enhance communication, preserve relationships, and to resolve differences in a confidential, non-adversarial setting. (Head Start Performance Standard 45 CFR Section 1305.50)

OPERATIONAL PROCEDURE:

1. When a parent or member of the community brings a concern to a staff person, they must immediately begin efforts to understand and informally resolve the concern. The staff person must complete a contact note detailing the efforts and results. All documentation will be forwarded and filed in the Central Office.
2. Failing resolution at that level, the person with the complaint may bring the concern to the next appropriate supervisor. Telephone calls, meetings, email and other communication will be used to resolve problems or concerns at the center level.
3. If the informal discussion process does not lead to a satisfactory outcome, the person with the complaint may file a formal grievance by using the agency form or by providing the Head Start Director with: 1) a statement identifying the concern, 2) an outline of the facts surrounding the grievance, and 3) the remedy requested.
4. The Head Start Director will investigate the matter and make a decision within 5 days.
5. If the decision of the Head Start Director is not satisfactory, it may be appealed to the Agency Chief Executive Officer by sending or mailing the agency form or the written statement described above to: ESC-CEO, 302 Joplin St, Joplin, MO 64801.
6. The Agency Chief Executive Officer will review the matter and will give a response within ten working days.
7. If the finding is appealed to the Agency Board of Directors, the Board (or a standing committee of the Board) has a maximum of thirty working days to review the matter. If the Agency Board determines that this grievance procedure was followed, the matter is closed as far as the Agency is concerned and the recommendation of the Agency Chief Executive Officer shall remain in effect.
8. Anonymous complaints will not be accepted.
9. Grievances alleging criminal acts or immediate danger to children are dealt with immediately by program officials, parents, and other authorities as appropriate.
10. Each staff person involved must complete a contact note detailing the efforts and results of the investigation process. All documentation will be forwarded to the Operations and Development Director in the Central Office.
11. The hierarchy of authority to resolve parent and/or community grievances is as follows:
 1. Originator (parent or community person) and staff person.
 2. Area Supervisor and Coordinator (if applicable).
 4. Head Start Director.
 5. Agency Chief Executive Officer.
 6. Agency's Board of Directors (or Grievance Committee).