

**Youth Development, Inc.  
Early/Head Start  
Program Governance**

**Policy Number:**

**Effective Date:** 08/22/96

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**Agency Approval Date:**  
08/22/96  
Reviewed: Mar. 6, 2007,  
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**Policy Council Approval  
Date:** 08/22/96, 07/20/13,  
03/14/15, 01/09/16

**Governing Board Approval  
Date:**  
12/05/96

**COMPONENT:** Program Governance (1304.50(I)(2))

**SUBJECT:** Complaint Procedure for Community/Parent Concerns

**OBJECTIVE:** The following procedures will be used when parents, community members or an agency have a complaint regarding the YDI Head Start program. This process is not for employee grievances. Employees should refer to their Employee Personnel Rules and Regulations.

**OPERATIONAL PROCEDURES:**

1. If a telephone complaint is received from the community, the person taking the call should refer the call to the Center Director. In the event the Center Director is not available, complaints should be routed to the Associate Director. Each telephone complaint is to be logged with a description of the problem and the outcome. Complaints that are not resolved over the telephone must be in writing to the appropriate Center Director. Be as specific as possible, listing dates, names and other pertinent information. The Center Director and the Associate Director will meet, review the complaint and respond in writing within five (5) working days. If the parties feel a meeting would be beneficial and would facilitate resolution, a meeting will be arranged at the convenience of the parent, community member or the agency. Community complaints do not require any forms. (Forms include incident reports and child abuse reporting procedures and forms)
2. It is our experience that most complaints can be resolved at the center level; however, in the event that the problem persists or is not resolved to the satisfaction of the complainant, the next step is to contact the Vice President. The Vice President will arrange a meeting between the parties involved within ten (10) days of receipt of the written complaint from the person(s) filing the complaint. Upon conclusion of the meeting, the Vice President will respond in writing within five (5) days. In the event that the problem is not resolved to the satisfaction of the person(s) filing the complaint, the matter will be taken to the next administrative level.
3. The written complaint, along with the Vice President's response, will be forwarded to the President/CEO or his/her designee. The President/CEO will either arrange a meeting or

respond in writing.

4. The President/CEO or his/her designee will review all complaints and refer any unresolved programmatic complaints to the Policy Council President. The Policy Council Grievance Committee will review all programmatic complaints. The Grievance Committee will submit their disposition of the grievance to the President/CEO and the Vice President within two weeks.
5. In the event these steps fail to address the parent, community or agency complaint, the matter will be forwarded by the President/CEO of Youth Development, Inc. to the Regional U.S. Department of Health and Human Services Program Specialist, who has oversight and monitoring responsibilities for the YDI Head Start grant. In addition, the parties will be provided with the address and telephone number of the Program Specialist.

In order to address the concerns of our parents, community members and collaborating agencies, it is our philosophy that those most directly involved in the issue are best suited to resolve the dispute. Therefore, it is our agency policy to ensure that all of the above steps are followed in order to achieve positive outcomes within the YDI organizational structure.

***PLEASE POST IN CLASSROOMS***