

Mercer County Head Start Policies and Procedures

P/P Topic:	Complaint Procedure	P/P #:	012
Part:	1304	PC Approval Date:	10/23/2008
Subpart:	Program Design and Management	Last Reviewed Date:	10/23/2008
Section Title(s):	Program Governance	Implementation Responsibility:	All Staff
Related Performance Standard(s):	1304.50(d)(2)(v)	Monitoring Responsibility:	Executive Director

(A) Policy	Persons having a concern or complaint regarding programming are encouraged to speak directly with the responsible staff member, or contact an immediate supervisor. If the concern cannot be eliminated the following formal process is to be initiated.
(B) Responsibility	All Staff Members
(C) Procedure	<ol style="list-style-type: none"> 1. Persons having a concern or complaint regarding an area of operation of Mercer County Head Start/Celina Public Preschool are encouraged to complete a complaint form. 2. Forms are located in the Parent Handbook, and are also available in the Head Start Office located at 6731 St. Rte. 219 Celina, OH. 45822. 3. Completed forms should be mailed to the Executive Director, at the above address or hand carried to the office. 4. The Executive Director may address individual concerns with staff and/or Policy Council as needed. 5. A written response regarding the area of concern will be sent within seven days to the person submitting the original concern/complaint. This response may include an explanation of operations and/or a plan of action to correct the situation. 6. Following receipt of the agency response, the individual filing the concern/complaint may request or provide additional information in writing within seven days. 7. Upon receipt of follow up communication the Executive Director will schedule a hearing for final resolution. Individuals included in the hearing process may include: The complainant, Celina City School Superintendent, Board of Education President or his/her designee, Mercer County Head Start Policy Council Chairperson or his/her designee and the Mercer County Head Start Executive Director. The Hearing will be scheduled as soon as possible and no later than thirty days from receipt of the follow up written response.

	<p>8. Written response will be provided with 45 days of the scheduled hearing. The decision of the hearing committee will be considered final.</p>
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