
Subject: Policy Council Concern and Feedback

Source: Head Start Performance Standard 45 CFR Section 1304.50.

Policy

The Early Head Start program encourages communication between parents, community members and Early Head Start staff. If there are concerns, these should be documented after attempts have been made to resolve them through direct feedback and problem solving with the staff and supervisors involved.

Procedure

1. Written concerns should include a description of the problem, date of occurrence, names of people involved and possible solutions. Parents should consult their Policy Council Representative for advice and assistance.
2. The written concern form will be completed by the individual(s) involved and given to the Director within ten (10) working days. A meeting will be scheduled to discuss the situation. The Director may invite all or part of the following to review the situation: Policy Council Chairperson, Parent/Community member, Policy Council Representative, individual staff person addressed in the concern, Consultants, Board of Directors Chairperson or other members of the Board of Directors.
3. A written response will be prepared by the Director outlining action taken and given to Parent/Community Members within ten (10) working days of the meeting.
4. If Parent/Community member is not satisfied with the written response from the Director, the Parent/Community member may request a joint meeting of the Policy Council and Board of Directors Executive Committee for final resolution of the concern through a written request to the Policy Council Chairperson.