

14k1. Parent/Community Written Concern/Feedback Policy & Procedure

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- *Created 10/23*
- *Reviewed 08/10*

Policy

It is the desire of the program to encourage communication among parents, community member, and staff. The objective is to strengthen the quality of services and responsiveness to families and communities. The program intends to ensure all family and community concerns are addressed promptly, equitably and respectfully so that a resolution is reached at the program level whenever possible.

Procedure

It is important that questions, concerns, ideas and problems be dealt with in a positive manner.

At no time will a complaint compromise a family's ability to access services or impact the staff/child or staff/family interactions negatively.

Parents and community members should feel comfortable expressing their concerns directly to the individual staff member involved. Every attempt should be made to handle the situation directly. After communications have been attempted, and the situation is still unresolved, the concern should be put in writing.

Written concerns should include the name of the person and/or site, date of occurrence, names of people involved, and possible solutions. The Policy Council Representative is the parent's link to overall program operation. Parents could consult their Policy Council Representative for advice and assistance.

The written concern will be given to the Area Manager and/or EHS Supervisor within ten (10) working days, and a meeting will be scheduled to discuss the situation. The Area Manager and/or EHS Supervisor may invite all or part of the following to review the situation: Parent Center Committee Officers, Community Member, Policy Council Representative, Family Advocate, individual staff person addressed in the concern and Assistant Director or Director.

A written response will be prepared by the Area Manager and/or EHS Supervisor outlining action taken and given to Parent and/or Parent Committee Chairperson within ten (10) working days of the meeting.

If the Parent/Community member(s) and/or Parent Center Committee is not satisfied with the written response from the Area Manager and/or EHS Supervisor, the Parent/Community member(s) may request a joint meeting of the Policy Council for final resolution of the concern/problem through a written request to the Policy Council Chairperson.

If concerns cannot be resolved within the program, parents may also report concerns to:

- All centers – Child Protective Services during business hours: [360-501-2600](tel:3605012600) or after hours [1-800-562-5624](tel:18005625624). Parents should report any child abuse or neglect to these numbers as well.
- ECEAP only – email: eceap@dcyf.wa.gov
- Head Start or Early Head Start only – <https://eclkc.ohs.acf.hhs.gov/contact-us>