



A Program of the Children's Coalition
for Northeast Louisiana

COMMUNITY COMPLIMENT/COMPLAINT POLICY AND PROCEDURE

POLICY

In compliance with Head Start Performance Standards and the CCNELA Board and Policy Council are required to establish and maintain a procedure for working to resolve community complaints about the program.

CCNELA promotes the philosophy that the individuals involved in a complaint should make every effort to resolve issues between themselves as the first step in any disagreement, misunderstanding or complaint.

PROCEDURE

Regardless of the origin of the complaint, whether in the community at-large, a parent meeting, the bus stop, or the center, the following procedure will be utilized in an effort to resolve the issue at the earliest possible opportunity at the lowest possible level.

Step One

Step One: The person(s) with the concern should discuss the concern with the person(s) involved.

The individuals involved should meet informally and make every effort to resolve the issue together immediately. If the issue is not resolved through conversation, the employee [or contractor], should provide the person(s) with a concern the work contact information for his/her direct supervisor and notify the supervisor of the unresolved concern.

Step Two

Step Two: The person(s) with the concern should discuss the concern with the person's supervisor.

The person(s) with the concern should contact the responsible supervisor to discuss the issue. The supervisor will listen to the concern and as appropriate, engage the person(s) with the concern with the employee(s) involved, other program staff or contractors to resolve the issue through conversation.

Step Three (when the issue has not been resolved during step one or two)

Step Three: The person(s) with the concern will submit a written complaint to the supervisor involved.

If the person(s) with the concern does not believe that the issue has been resolved following a conversation with the supervisor, a written complaint should be submitted to the supervisor involved. The person(s) making the complaint is free to ask for assistance in writing down the complaint, if needed.

The written complaint should be factual, free of opinion and focus on what happened.



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The supervisor receiving the written complaint must submit a copy of the complaint to the HR director within one working day of receipt.

Step Four (required follow-up to the written complaint by the supervisor who received the complaint)

Step Four: The supervisor receiving the complaint contacts the person(s) making the complaint to schedule a face-to-face meeting to facilitate resolution to the concern.

The responsible supervisor will contact the person(s) making the complaint within one working day to determine the date, time and location for the face-to-face meeting.

Other program employees or contractors providing related services will be invited to participate in the meeting as necessary to understand all factors impacting the concern.

The goal of the face-to-face meeting is to restate the concern/ complaint and create an acceptable resolution to the concern whenever possible. The supervisor will facilitate the meeting and ensure that each person's point is heard and respected. The group will determine one of the following next steps:

1. It may be decided that no further action is needed if the discussion resolved the issue.
2. It may be determined at the meeting that more information is needed; if so, the meeting will be rescheduled.
3. An action plan may be developed that is acceptable to all parties.
 - a. The plan of corrective action is then implemented.
 - b. The action plan must include a time line of actions to be taken and identify the person responsible for each action.

If the action plan includes information that must be shared with all staff at the center level, this will be done at the next scheduled staff meeting. Administrative staff will be notified of this action.

If the participants at the meeting are unable to resolve the issue or design an acceptable and agreed upon action plan, the supervisor will notify the group and the written complaint is presented to the Program Director within one working day.

If the person(s) making the complaint is unwilling or unable to meet, options may include:

1. The supervisor will hold Informal conversation with the employee or contractor involved in the report;
2. The supervisor will contact administrative staff as needed; or
3. The supervisor will determine that the complaint has been resolved and is closed.



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Step Five (if the face-to face meeting does not result in resolution or an agreed upon plan)

Step Five: involves the Human Resource Director in the process.

The HR Director will review the written complaint with appropriate staff.

The HR Director's actions may include:

1. Contacting the person(s) with complaint and working to resolve.
2. Issue a written response to the complainant within five days.
3. Devise an action plan developed with staff and person(s) with complaint.
4. Determine no action is needed.
5. Develop a change in procedure. If a change in procedure is recommended, the COO will take the issue to the Executive Director, stating the recommendations. If the Executive Director agrees with the changes in procedure, the issue will be considered resolved. If not, the complaint will remain unresolved.

Step Six

Step Six: involves the CCNELA Director of Operations in the process.

CCNELA will address and work to resolve the complaint. If they are unable to resolve the complaint, the complaint will be forwarded to the CCNELA Executive Director along with a Report.

Step Seven

Step Seven: involves the CCNELA Executive Director

The CCNELA Executive Director will address the complaint until resolved.

The decision of the CCNELA Executive Director is considered final and is the final step of this procedure.