

**ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC. (Rocky)**

**HEAD START**

**COMMUNITY COMPLAINT POLICY AND PROCEDURE**

**Policy:** Head Start is a federally funded program financed by tax dollars. Both the Rocky Mountain Development Council, Inc. (hereinafter referred to as Rocky) Board of Directors and the Rocky Head Start Policy Council are given operating responsibility for developing **and** implementing the community complaint policy/procedure. Both entities will hear about issues/concerns/complaints (hereinafter referred to as complaints) that arise from within the community and ensure that steps are taken to respond in a timely and thorough manner and resolved expeditiously. Community complaints may be filed by program parents, community agencies, or public citizens. (Rocky employees must follow organization protocol.) Every attempt will be made to resolve a complaint at the lowest level of authority. No anonymous complaints will be accepted or considered.

**Procedure:**

1. Complaints may be verbally expressed with either the Rocky Head Start Director or the Rocky Executive Director; if expressed with the Rocky Executive Director, the complainant will be routinely referred to the Rocky Head Start Director.
2. If complaint is not resolved at #1, the complainant may file a formal written complaint on the **Rocky, Inc. Head Start Community Complaint Form** within five (5) business days after step #1. The **Rocky, Inc. Head Start Community Complaint Form** must be signed to move the process forward.
3. Rocky's Executive Director will review the findings and decision of the Rocky Head Start Director, gather more information, if needed, and then render a decision regarding the formal complaint.
4. If complaint is not resolved at #3, it will be referred to the Rocky Board President, who will appoint a Complaint Committee. The Complaint Committee will be comprised of the Rocky Head Start Policy Council Chair, Rocky Board President, Rocky Head Start Director, Rocky Executive Director, and one Rocky Board member chosen at random within 30 calendar days of receipt of complaint. Additional information may be requested at any time from the complainant, the Rocky Head Start Director and/or Rocky Executive Director. The Complaint Committee will recommend a course of action to the full Rocky Board of Directors for a decision.
5. If the complaint is not resolved at #4, the complainant may pursue legal remedies outside the organization. They may also report their complaint to the Head Start Early Childhood Learning and Knowledge Center (ECLKC) by calling toll-free to 1-866-763-6481 Monday – Friday between 8:00 a.m. – 6:00 p.m. Eastern Time, or email [HeadStart@eclkc.info](mailto:HeadStart@eclkc.info)
6. All documentation on community complaints will be kept in the Rocky Head Start Director's office.
7. The Community Complaint Policy/Procedure and Community Complaint Form will be reviewed annually by the Rocky Board of Directors and Rocky Head Start Policy Council.

S:/POLICIES/Community Complaint Policy/Procedure 8/13

Policy Council Approval: 9/12/13

Rocky, Inc. Board Approval: 9/19/13

Reviewed 7/21/16 by Policy Council and 8/25/16 by Board: no changes

This policy is reviewed annually by Head Start, Policy Council, and Rocky Board

**ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.  
HEAD START  
COMMUNITY COMPLAINT FORM**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Phone(s): \_\_\_\_\_

Affiliation:  Head Start Parent     Community Member     Other (please describe below)

\_\_\_\_\_  
\_\_\_\_\_

Nature and/or reason of complaint (description of circumstances surrounding the complaint, i.e.: event, time, dates, witnesses, etc.): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What resolution or corrective action would you like to see taken regarding this complaint?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
**Signature of Complainant**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Rocky Head Start Director or Rocky Executive Director**

\_\_\_\_\_  
**Date**