

GRIEVANCE POLICY

- Community complaints regarding program policy should be brought to the Executive Director. If no resolution is accomplished, it should then be taken to the Policy Council Grievance Committee.
- Head Start/OPP Parent complaints regarding program policy should be discussed with the appropriate staff person. If no resolution is reached, the concerns should be brought to the Executive Director. If there is still disagreement, then it should be taken to the Policy Council Grievance Committee.
- Head Start/OPP Parent complaints regarding staff should be discussed with the individual involved about the concerns. If no resolution is reached, it should be taken through supervisory lines to the Executive Director. If there is still no resolution, it should be referred to the Parent Policy Council Personnel Committee.