

ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.
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 RMDC) Board of Directors and the RMDC 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. (RMDC 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 RMDC Head Start Director or the RMDC Executive Director; if expressed with the RMDC Executive Director, the complainant will be routinely referred to the RMDC Head Start Director.
2. If complaint is not resolved at #1, the complainant may file a formal written complaint on the **RMDC, Inc. Head Start Community Complaint Form** within five (5) business days after step #1. The **RMDC, Inc. Head Start Community Complaint Form** must be signed to move the process forward.
3. RMDC's Executive Director will review the findings and decision of the RMDC 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 RMDC Board President, who will appoint a Complaint Committee. The Complaint Committee will be comprised of the RMDC Head Start Policy Council Chair, RMDC Board President, RMDC Head Start Director, RMDC Executive Director, and one RMDC 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 RMDC Head Start Director and/or RMDC Executive Director. The Complaint Committee will recommend a course of action to the full RMDC 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
6. All documentation on community complaints will be kept in the RMDC Head Start Director's office.
7. The Community Complaint Policy/Procedure and Community Complaint Form will be reviewed annually by the RMDC Board of Directors and RMDC Head Start Policy Council.