

CFS Child & Family Services Operations Manual	Program Information	Procedure	X	Policy
	Document Title: <u>Grievance Policy and Process for Parents/Guardians</u>			
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Related Documents: _____				

GRIEVANCE POLICY AND PROCESS FOR PARENTS/GUARDIANS

KVCAP Child and Family Services staff pride themselves on providing quality care and programming for clients. We are committed to delivering a program of excellence at all levels. We owe a large part of our success to parents who offer ongoing feedback concerning what their family's needs are and how we can best assist them. We feel the most effective way to solve problems that arise is to communicate openly and directly. The following protocol outlines our plan for ensuring that problems are resolved quickly and in a positive manner.

- 1) If parents or guardians have a concern they should speak to the program staff who is working with them **as soon as possible**. Most issues can be resolved immediately if parents and staff discuss them openly.
- 2) If parents or guardians are not satisfied with the results of their conversation with the staff they can request further discussion with the Supervisor/Manager for that program. Supervisor will keep Associate Director and/or KVCAP C&FS Director informed of unresolved issues.
- 3) If parents or guardians are not satisfied with the results of this discussion, they may request a meeting with the KVCAP C&FS Director.
- 4) If the response is unacceptable to the parent or guardian, s/he may appeal, in writing, to the Chief Executive Officer. The Chief Executive Officer must respond in writing within 7 working days after receipt of the complaint.
- 5) If the response continues to be unacceptable, the parent or guardian may appeal, in writing, to the Head Start Policy Council within 7 working days after receipt of the Chief Executive Officer's response to the complaint.
- 6) The Head Start Policy Council must respond within 7 working days from the date of the next regularly scheduled meeting.
- 7) Should the complainant not accept the response, s/he should submit a written letter of appeal, within 7 working days, to the President of the KVCAP Board of Directors.
- 8) The decision of the Board of Directors will be distributed to the complainant within 7 working days from the date of the next regularly scheduled meeting.
- 9) The decision of the KVCAP Board of Directors is final.

Again, we believe that the best practice is for parents to share any concerns immediately with staff. We value parent input and will do our best to provide a positive and healthy experience for each family.