

Community Comment Tracking Form

Today's Date: _____

This process known as "The Community Comment Policy" has been established so that any concerned individuals may resolve their issue without contacting the Offices of Head Start (OHS) directly. [According to the regulations of the Office of Head Start Sec. 642 [42 U.S.C. 9837] (1),(E),(V), (X), (bb)] Contacting the (OHS) before attempting to follow this process will result in them contacting the Executive Director to determine if there has been an attempt to resolve it within the organization using this process. The (OHS) simply notifies the Head Start Executive Director that you have lodged a complaint. Each step must be followed in order to ensure a timely and effective response to your concerns. **Advancing to an inappropriate step or person in charge will only slow the process as it must be documented that each step was appropriately followed.**

This form will help you to complete the process and ensure that you have a record of who has been spoken to and what has been accomplished. Please feel free to attach additional appropriate documents that help to explain what has been accomplished.

Staff person receiving the comment or complaint must sign. A signature does not mean that you agree or disagree with the complaint. After recording the suggested solution, action or recommendation given, scan a copy into ChildPlus family service.

All concerns should be presented to your Family and Community Specialist (FACS) or your child's Teacher. The concern must be in writing using this form. You may attach any other information needed to explain your concerns. **(Should your concern involve your (FACS) or Teacher and you feel uncomfortable speaking with either of them, you may fill out the STEP 1 portion of the form and take your concern directly to STEP 2 (Site Supervisor)**

Step 1—Take the concern to any Head Start staff person

Date incident or problem occurred: _____ (Within the last 10 Days)

Are there any documents attached with this tracking form? Yes No

Describe the nature of your comment, concern or complaint: _____

Suggested solution, action, or recommendation given: _____

Person submitting comment or complaint: _____

Please Print

(Name)

(Relationship to child)

(Signature)

(Today's Date)

Staff Person receiving the comment or complaint. _____

(Signature)

Position

Date action taken)

Attach a written explanation of any immediate action taken. _____

(Number of pages if there are attachments)

Step 2 (If Necessary) Your Concern will be forwarded to the Site Supervisor

If your concern has not been resolved in the meeting with your Teacher or FACS, this form will be forwarded on to the staff person’s Site Supervisor along with a request for them to attempt resolve your concern. Unless the nature of the concern is an emergency, the Site Supervisor will have 3 business days to respond to your concern by phone or in writing.

Emergency is defined: Any situation that implies that your child(ren) or yourself are in danger of physical harm, abuse, or would create a physical or mental risk of additional harm by not responding.

Outcome notes from either a phone call or face to face meeting: _____

Site Supervisor resolving the comment or concern: _____
(Signature Position Date action taken)

Attach a copy of written response and explanation of action taken. _____
(number of pages attached)

Step 3 – Your concern is forwarded to the Head Start Executive Director

Location or name of site: _____
Describe any additional information about your concern, so they can be added to all previous notes. _____

The Executive Director will meet with all parties involved within **3 business days** (provided the process has been properly followed). Some problems require additional time to investigate details. Calling to speak with the management staff including the Executive Director during the process will not be helpful.

Step 4 – Your concern will be taken to the Governing Board and the Policy Council.

Should the Executive Director determine that your concern is a violation of a Consortium policy or requires a change in policy to be resolved she will make appropriate recommendations to the Policy Council and Governing Board for appropriate action. Dependent upon the time of the next available planned or emergency meetings of the Policy Council and Governing Board, you will be made aware of the dates and time of such board meeting should you desire to be present to provide any additional information concerning your issue.

Today’s Date: _____

Describe any change or unresolved portion of the problem. _____

Date Head Start Director received complaint: _____
Attach response: _____
(number of pages)

At the conclusion of Step 3 or 4, the Executive Director will notify the (OHS) of any necessary changes to be made in the program as a result of the concern you raised.