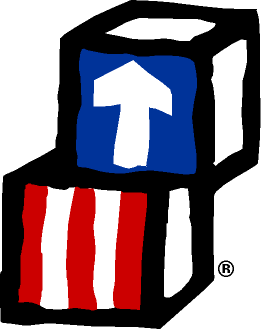


NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY, INC.

HEAD START/GSRP COMPLAINT PROCEDURE

1. Unresolved complaints regarding NMCAA preschool programs will be referred to the Early Childhood Programs Director and/or the Executive Director.
2. If you are a GSRP parent and are not satisfied with NMCAA's service you can contact your local ISD office.
3. Every attempt will be made to resolve the complaint immediately. However, should an individual wish to file a formal complaint, they will use the NMCAA Program Complaint form (complaint-1).
4. Upon receipt of the completed form, an interview with the complainant will be scheduled within 30 working days.
5. Attendees:
   1. Early Childhood Programs Director
   2. Any pertinent staff members
   3. A representative of the Policy Council Executive Committee
   4. The complainant, with support he/she may choose.
6. The complaint will be reviewed and appropriate action taken. Notice of this action will be mailed to the complainant within 5 working days.
7. Should the complainant wish further review, all documents pertaining to the complaint will be forwarded to the Agency Executive Director with a request for review by the appropriate committee of the NMCAA Board of Directors. Action taken by the Board will be considered final.

**This procedure shall be posted at all centers for parents and community members to access.**

Original: To be posted

**Reference: Head Start Act Sec. 642 (c) (1) (E) (iv) (X) (bb)**

2/5/20 P:\Head Start Files\ADMIN\Procedures manual\Miscellaneous\Complaint-4.doc