

**NMCAA - Civil Rights Complaint Procedure**

What to do if you believe you have been treated unfairly is included on all materials relating to the CACFP that are available to the public. This includes the NMCAA website, parent handbook and any other applicable materials such as the CACFP enrollment form.

Individuals with complaints or grievances based on any of the conditions listed in the Non-Discrimination Statement will be informed of their right to complain and encouraged to look at the Justice for All poster for instructions on how to do so. Individuals may also contact Shannon Phelps, Abria Morrow or Kim Aultman at NMCAA to voice their concerns regarding the food program or other matters. NMCAA staff will notify Shannon Phelps, Abria Morrow or Kim Aultman when they are aware that a complaint or grievance has been made.

**Reference: United States Department of Agriculture- *And Justice for All* poster**



**NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY, INC.**

**EARLY HEAD START/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. A Notice of Complaint Review will be sent to the complainant with further information.
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)**

4/22 (revised 4/15/21) P:\Head Start Files\ADMIN\Procedures manual\Miscellaneous\Complaint-4.doc

(X) establishing, adopting, and periodically updating written standards of conduct that establish standards and formal procedures for disclosing, addressing, and resolving--

(aa) any conflict of interest, and any appearance of a conflict of interest, by members of the governing body, officers and employees of the Head Start agency, and consultants and agents who provide services or furnish goods to the Head Start agency; and

(bb) complaints, including investigations, when appropriate; and