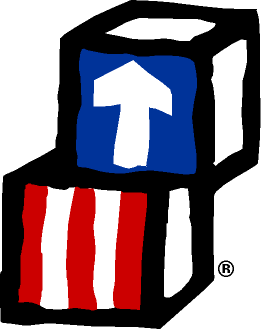


NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY, INC.

EARLY HEAD START/HEAD START/GSRP

COMPLAINT REVIEW

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Nature of Complaint: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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After full consideration of all information presented, it is the decision of the Complaint Review Committee to take the following action: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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If you have any questions or concerns about why the above action is being taken, please contact me. If you wish, you may meet with me and the Agency Executive Director to discuss the reason for the action. In addition, if you feel that the above action is incorrect, you may request a review of the decision within thirty (30) days of the date of this notice to meet with the Agency Board of Directors. If you are a GSRP parent and are not satisfied with NMCAA's service you can contact your local ISD office.

Shannon Phelps

Early Childhood Programs Director

**NMCAA - Civil Rights Complaint Procedure**: Non-discrimination Statement: 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 menus, parent handbook and any other materials that we distribute. Individuals with complaints or grievances based on race, color, national origin, sex, age, disability, gender identity, religion, reprisal, political beliefs, marital status, familial or parental status, sexual orientation, if all or part of an individual’s income is derived from any public assistance program, or protected genetic information will be encouraged to write or call the Director at the Office of Adjudication. Individuals may also contract Alicia Temple, Michelle Karns, or Sherry Paul at NMCAA to voice their concerns.  NMCAA staff will notify Alicia Temple, Michelle Karns, or Sherry Paul when they are aware that a complaint or grievance has been made.

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

4/21 P:hs\Admin\ProcManual\misc\complaint-3