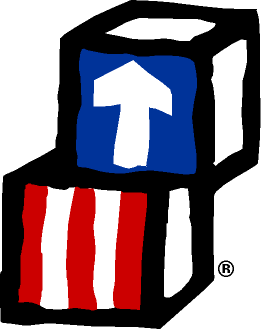


NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY, INC.

EARLY HEAD START/HEAD START/GSRP

Program Complaint Policy

It is the policy of the NMCAA, Head Start/GSRP program to afford program participants and the general community the opportunity to complain about program services, delivery systems, or other flaws they may perceive in the program delivery system. If you are a GSRP parent and are not satisfied with NMCAA's service you can contact your local ISD office. To schedule an interview regarding your complaint, please complete the form below and send it to:

NMCAA

Early Childhood Programs

3241 Racquet Club Drive, Suite A

Traverse City, MI 49684

You will be notified of a complaint review which will be scheduled within thirty (30) working days of the receipt of your request.

PROGRAM COMPLAINT

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

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

County:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

4/28/21 P:\Head Start Files\ADMIN\Procedures manual\Miscellaneous\Complaint-1.doc