Walled Lake Head Start Grievance Procedure for Parent and Community

Parents or Guardians of currently enrolled Head Start children and community Residents shall follow these procedures when making complaints or grievances about Head Start Staff, policies and/or procedures.

**LEVEL I**  Written grievances shall be:

- Signed by the Grievant(s) or advocate.
- Specific and related to only the issues at hand. Grievance complaints may be one (1) or more.

**Level II**  Verbal grievances shall be:

- Voiced directly by the Grievant and/or advocate and not passed on by second or third parties.
- Made directly to the programs, classroom teacher and/or director.
- Followed up with alleged violations in writing by Grievant and/or advocate and signed by the Grievant(s).

**Level III**

- Resolution to any grievance should be obtained within five (5) days of the occurrence. This is to be handled by the classroom teacher unless otherwise directed by the program director.

**Level IV**

- If no resolution is obtained within the first five (5) days at level of the occurrence, than the program director shall assume responsibility of handling the grievance within five (5) days.

**Level V**

- If no resolution is obtained at Level II the grievance will be directed to the center parent group at the next scheduled parent meeting.

**Level VI**

A copy of the grievance shall be filed with the Walled Lake Head Start director, at which time she/he will determine Policy Council’s involvement. Within five (5) days of receipt of the grievance, the department director shall meet with the Grievant to discuss the grievance(s).

If no resolution can be determined the Policy Council will intervene and make the final determination in cooperation with the Grievant.

All written documentation will be maintained by the individual program along with documentation at the grantee level. All copies of documentation will be maintained at OLHSA.