

Knox County Head Start, Inc. Parent/Community Grievance Procedure

Communicating concerns (first steps)

Knox County Head Start, Inc. (KCHS) encourages parent and community input regarding our program. If you have a concern, we ask that you speak directly to your child's teacher or center manager to have your concerns resolved. KCHS employees will document these conversations in Child Plus, our information management system.

If you feel that your concerns are not being addressed by your child's teacher or center manager, you may share concerns directly with Associate Director Jessica Collins (jcollins@knoxheadstart.org) who supervises all center managers. If you consider your concern an emergency, please feel free to contact the Executive Director Peg Tazewell, by calling (740) 393-6972, or via email at ptazewell@knoxheadstart.org.

Grievance process (if concern not resolved or if immediately raised to grievance)

If we are unable to successfully address your concerns, you may elect to move onto the grievance process. The Parent and Community Grievance Form is available at the center, or you may access the form on our website: <http://www.knoxheadstart.org>

Procedures for parent and community members to communicate grievances or concerns with KCHS programming are as follows:

1. You may complete the attached form and email, fax or mail it to the executive director. You may also send the information in an email if that is helpful, or you may phone in the concern, and the staff person taking the call will complete the form and forward it to the executive director. In the absence of the executive director the associate director or human resources director will be designated to oversee this process.
2. Once the executive director or designee receives a grievance, they will make every effort to contact the concerned individual within 48 hours, but at minimum will be in contact within 10 working days. The executive director will work to resolve the concern.
3. If after 10 working days the executive director or designee cannot resolve the issue, and the parent or concerned person wishes to move to the next step:
 - a. The executive director will work with the Knox County Head Start Board of Directors and Policy Council to bring together the Grievance Committee to consider the concerns raised.
 - b. This meeting will occur within ten working days, and the committee may elect to interview the individual who filed the grievance, as well as other concerned individuals to resolve the concern.
 - c. The KCHS Grievance Committee, at its discretion and if funds are available, may request the participation of a professional mediator.
 - d. Decisions of the KCHS Grievance Committee are final.

If the concern relates to the violation of a law or risk of danger to a child, the concern will be brought to the attention of KCHS Executive Director immediately.

**Knox County Head Start, Inc.
Parent/Community Communication Form**

Center: _____
Name (Parent/Guardian/other): _____
If phoned in, employee recording info: _____
Date and time: _____

Family Information

Child's name _____
Child's date of birth _____
Parent/guardian's name _____
Address _____
Telephone _____

Concern / documentation of conversation:

Relevant information *(example, other individuals contacted):*

Concern resolved (yes/no)? _____

Move to grievance process (yes/no)? _____

Other information: _____

Email to ptazewell@knoxheadstart.org , fax (740-397-4765) or mail to:

Executive Director
Knox County Head Start, Inc.
790 Fairgrounds Road, Suite 200
Mount Vernon, Oh 43050
(740) 393-6972

Executive Director _____ Date Received _____