

PROGRAM GOVERNANCE

Task: Filing a Complaint

Task	Person Responsible	Time Frame
1. Determine, by asking person with complaint, if the complaint is of a confidential nature. **If confidential, direct complainant to FSM	Staff Member receiving complaint	Upon receipt of complaint
2. Ask complainant if they would like to file a formal complaint or a verbal complaint. <ul style="list-style-type: none"> • If verbal; refer complainant to FSM. • If formal, complete a Highland Rim Head Start “COMMENT AND COMPLAINT FORM” by accessing the website. 	Staff Member receiving complaint	Upon receipt of complaint
3. Complete the “COMMENT AND COMPLAINT FORM” by: <ul style="list-style-type: none"> • Enter the date of complaint • Enter your name (if documenting for the Complainant) • Enter the name of the person making complaint • Enter the complainant’s address, home and work phone numbers. • Ask complainant if we can use their name and check the appropriate response. • Enter any comments regarding the use of their name. • Enter the name of the person complaint is against, along with their address and home/work phone numbers. • Enter a description of the complaint (Include as much detail as possible). • Does complaint involve allegations of child abuse/neglect or a serious licensing violation? Y/N? • If Yes, has a report been made to DHS or the Licensing agency? Y/N? • Sign and date the complaint form. 	Staff Member receiving complaint	Upon receipt of complaint
4. Place completed form in a sealed envelope marked “confidential” and forward to FSM. **This should be forwarded to the FSM in a priority manner	Staff Member receiving complaint	Immediately
5. Contact FSM via phone and email to inform there is a complaint on the way to the Family Services Manager.	Staff Member receiving complaint	Immediately
6. Conduct a thorough review of complaint by: <ul style="list-style-type: none"> • Speaking with the complainant via telephone or face to face meeting. • Speaking with any other person involved • Compiling any available facts or evidence 	Family Services Manager	Upon receipt of complaint

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7. Complete the “ Comment and Complaint Follow-up Form ” in writing by: <ul style="list-style-type: none">• Clearly stating if FSM denies the validity of complaint, or;• Stating that a plan for corrective action has been designed and will be fully implemented in a prompt manner.• Stating that the FSM has been unable to resolve the complaint.	FSM	Within five (5) working days after the written complaint is received
8. Document and Forward information received to Director.	FSM	Immediately