

# Complaint Policy

## **Purpose:**

Umatilla-Morrow Head Start, Inc. strives to continually improve. Input from parents, guardians, clients, and community members can provide the necessary information to correct problems or solve issues concerning program policy or staff members. The following procedures can be used for any program of UMCHS. Additional WIC procedures can be found in the Oregon WIC Program Policy and Procedure Manual". Additional CCR&R procedures can be found in the CCR&R Workplan Section. For complaints regarding civil rights, please see that section of this policy.

## **Procedures:**

### **Receipt of Complaint:**

Any staff member, parent, guardian, client, or community member may communicate a complaint to any member of the UMCHS staff. A complaint may be received indirectly, for example in a follow-up call with a parent or client, as well as when someone calls specifically to report a complaint.

### **Recording the Complaint:**

All complaints received will be recorded on the Comment and Complaint Form which will contain the following information: the date the complaint was received; the name, address and telephone number of the person the complaint is against; the name, address and telephone number of the person making the complaint; an indication whether the person will permit his/her name to be used; the name of the staff person receiving and recording the complaint; and a description of the complaint. The description of the complaint will include names of person(s) involved, pertinent dates, addresses, telephone numbers and a statement of the facts and observations described by the person(s) complaining (avoiding the recorder's own opinions, subjective characterizations and conclusions). The form will also contain a place to record, when appropriate, that a complaint involves allegations of child abuse, neglect of a serious nature, or licensing violations.

### **Follow-up:**

#### *Complaints from the Community:*

If the complaint or concern is from the community and regards program policy it should be brought to the appropriate Component Director or Manager. If no resolution is accomplished the complaint will be brought to the Executive Director. If the complaint is not resolved and involves Head Start or Oregon Head Start, it will then be taken to the Policy Council Grievance Committee. Unresolved community complaints about other UMCHS programs will be taken to the Board of Directors.

#### *Complaints Concerning a Staff Member:*

Complaints or concerns regarding staff should be discussed with the individual(s) involved. If the individuals involved reach no resolution, it should be taken through supervisory lines or brought to the attention of the Human Resources Director. If no resolution is reached with the use of the Human Resources Director it will be taken to the Executive Director. If the complaint involves Head Start or Oregon Head Start staff and no resolution is accomplished, it will then be taken to the Policy Council Personnel Committee. If the staff member(s) involved feel that the issue was not resolved appropriately they may appeal the decision using the Grievance Procedure outlined in the Personnel Policies.

### *Complaints Concerning Program Policy:*

Complaints or concerns regarding program policy should be discussed with the appropriate staff person, involving the appropriate Director or Manager. If no resolution is reached, the complaint will be brought to the Executive Director. If the complaint is not resolved and involves Head Start or Oregon Head Start, it will then be taken to the Policy Council Grievance Committee. Unresolved complaints about other UMCHS programs will be taken to the Board of Directors.

### *Complaints Concerning Civil Rights:*

Umatilla-Morrow Head Start, Inc. will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (1) Title VI of the civil Rights Act of 1964 which prohibits discrimination on the basis of race, color or national origin; (2) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex; (3) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination on the basis of handicaps; (4) the Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; (5) the Drug Abuse Office and Treatment Act of 1972, as amended, relating to nondiscrimination on the basis of drug abuse; (6) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970, as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (7) Section 523 and 527 of the Public Health Service Act of 1912, as amended, relating to confidentiality of alcohol and drug abuse patient records; (8) Title XIII of the Civil Rights Act of 1968, as amended, relating to nondiscrimination in the sale, rental or financing of housing; (9) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance was made; and (10) the requirement of any other nondiscrimination statute(s) which may apply to the programs of Umatilla-Morrow Head Start, Inc.

If an individual feels that their rights in relation to the above were violated, they will be given a civil rights complaint form. This form includes addresses and phone numbers to which they may directly submit their complaint in writing, in person or by telephone. An individual may also submit a written or verbal complaint to UMCHS. If an individual wants to file a formal verbal complaint, UMCHS staff will complete the civil rights complaint form in cooperation with the individual. Staff will send all complaints to the Human Resources Director who will forward the complaint to the Oregon Department of Education or Department of Health & Human Services within three working days. The Human Resources Director will record all complaints forwarded to him in the USDA Log of Civil Rights Complaints.

Complaints can be anonymous, verbal, or written. If a complaint is made verbally, or by telephone, and they are unable or unwilling to put the complaint in writing, the person to whom the complaint is made shall write up the elements of the complaint and forward it through the State agency to the Western Regional Office.

### *Complaints Concerning a UMCHS Child Care Site or CCR&R Provider:*

If a complaint involves a UMCHS Child Care Site or is received by CCR&R about a provider the Director will decide whether the complaint involves possible (1) child abuse, (2) licensing violations or (3) a personal dispute. Complaints of child abuse will be reported to the Department Of Human Services Child Welfare.

(Please see the Child Abuse and Neglect Policy in the Social Services section of the Work Plan). Complaints of serious licensing violations will be reported to the Child Care Division for registered family child care homes or to the Local Child Care Division Certifier for licensed family homes or centers and to DHS Criminal Records Unit if the provider is also Listed. The party logging the complaint will be advised to also report abuse or violations to the proper authorities. If the complaint involves such matters as differences in style, child-rearing

philosophy or business disagreements, the Director or CCR&R Provider Consultant can offer materials that may help or benefit personal problems, and/or, as appropriate and with permission, assist the parties to clarify the problem and resolve it, offer technical assistance, or assist in locating an alternative provider. If it seems appropriate and helpful, and if the person making the complaint consents, the Director or Manager will notify the provider/staff member of a personal complaint. Normally, these complaints will not lead to suspension or removal of a provider and/or staff member unless several parents/clients make the same or similar complaints and/or the provider/staff member fails to respond to inquiries or offers of assistance.

If the complaint involves a CCR&R provider and the CCR&R Director and/or their designee believes the provider should be suspended or terminated please see the CCR&R section in Administrative Policies and Procedures.

If the complaint involves a UMCHS Child Care Provider please refer to Personnel Policies, Section VIII Grounds for Termination.

*General Information:*

Individuals interested in obtaining a copy of the Complaint Policy may request one. CCR&R providers will be given a memo discussing the Complaint Policy and CCR&R parent users will be informed at the time of a phone consultation of the existence of the Complaint Policy.



