

Parent/Community Grievance Procedure

KCHS encourages parent and community input regarding our program. We hope that if you have a concern, you will speak immediately to your child's teacher or center manager. If you feel that your concerns are not being addressed, please complete the Parent and Community Grievance Form which is included in the back of your School Family Guide. If you consider your concern an emergency, please feel free to contact the Executive Director, Peg Tazewell, directly, at (740) 393-6972.

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

- The person who has a concern is to contact the Center Manager or child's teacher regarding the concern.
- The contacted staff person is to inform the concerned person of the proper steps to be taken to resolve the concern.
 - a. If possible, the concerned person is to meet directly with the person involved and attempt, through discussion, to resolve the concern.
 - b. If the concern is not resolved, the concerned person is to complete the Parent/Community Grievance form and mail it directly to the Executive Director of Knox County Head Start, Inc. The concerned person may also phone in a Parent/Community Grievance and the staff member taking the call will document all concerns on the Parent/Community Grievance form and forward it immediately to the Executive Director. The concerned person may also phone in a Parent/Community Grievance directly to the Executive Director or designee.
 - c. The Executive Director or his/her designee will contact the concerned person directly, and attempt to resolve the concern within 10 working days.
 - d. If the concern cannot be resolved, the concerned person is to notify the Executive Director within 5 working days that the problem has not been resolved. The Executive Director will notify the members of the KCHS Grievance Committee and schedule a meeting within 10 working days with the concerned person and the KCHS Grievance Committee in order to resolve the concern. The KCHS Grievance Committee is made up of two Board members, two Policy Council members, and the Executive Director or his/her designee. The KCHS Grievance Committee, at its discretion and if funds are available, may request the participation of a professional mediator.
 - e. 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 the Executive Director immediately.