



CHILD DEVELOPMENT DEPARTMENT

INFORMAL COMPLAINT PROCEDURE

The purpose of this procedure is to establish a process whereby members of the community, including parents, who have concerns regarding the Head Start program and State-funded early childhood programs in the Sacramento City Unified School District, can have these concerns and/or complaints resolved at the lowest level. The informal complaint procedure is reviewed annually with two parents groups, the Head Start Policy Committee (PC) and the Parent Advisory Committee (PAC) for State programs.

The goal of this procedure is the informal resolution of complaints. It is recognized that complaints and concerns frequently arise out of a lack of communication among parties involved. Thus, many complaints or concerns can be resolved when the interested parties meet informally to discuss the concerns. To that end, a complainant must demonstrate that he/she has attempted to solve his/her concern prior to filing a complaint under this procedure.

Complaint resolution procedure:

1. Talk to the employee about the concern. See if a resolution can be found that meets your approval.
2. Discuss the problem/concern with the Parent Advisor or another resource staff person (e.g., Social Worker, etc.) and work together with site personnel to find a resolution. If no resolution is found, staff personnel will assist in completing the complaint form and



Informal Complaint Form
