

COMMUNITY COMPLAINT

The Shasta Head Child Development Inc. (SHS) community complaint process is a means for the resolution of complaints by community members and program participants such as parent or guardians. For staff grievances, SHS staff members are referred to the Grievance Policy of the Personal Policies as their avenue for dealing with complaints.

Informal resolution of complaints: Complaints about local center issues should first be brought to the local Area Manager in a timely manner. Most complaints can be resolved by informal discussions between the complainant and the staff members.

Formal complaints: If the matter is not resolved, the individual may submit the complaint in writing to the executive director within 20 business days after the incident occurred. The written complaint shall contain:

1. The identity of the employee and program;
2. The date of the incident;
3. Specific nature and description of the complaint;
4. Adjustment or relief desired.

The executive director will render a written decision within seven (7) business days after receipt of the complaint. If the complaint is not satisfactorily settled, the person filing the complaint may forward the written complaint to the appropriate committee within five (5) business days.

Complaints regarding personnel and other program complaints are referred to the Executive Committee of the Board of Directors.

A hearing may be requested from the Executive Committee. The Executive Committee will review the complaint and respond within seven (7) business days after receipt of the complaint.

If a hearing is requested a hearing committee shall be formed and a hearing scheduled within fifteen (15) business days. The hearing committee will consist of:

- A. The hearing committee for complaints about the SHS program will consist of the executive director and one (1) member of the SHS Board of Director;
- B. The hearing committee for all other complaints shall consist of the Executive Director, the Executive Committee of the Board of Directors and the supervisor of the specific component or personnel about which the complaint is made, and
- C. The hearing committee will render a final written decision within seven (7) business days of the hearing.