

RUCD PROCEDURE

Procedure Number: PDM 8	Revised: 01/11/12	Page # 1 of 2
HS Program Director Approval Date: N/A	Policy Council Approval Date: 08/1/2018	Governing Board Approval Date: 08/1/2018

SUBJECT: Community Grievances

PERFORMANCE OBJECTIVE: To assure that individuals in the communities serviced by RUCD have a process where they may be heard and express their concerns in regards to complaints or issues with the Head Start and Early Head Start Programs.

OPERATIONAL PROCEDURE:

1. The Head Start Grievance Committee will deal with community complaints only. This excludes any grievance made by past Head Start employees concerning or dealing with any personnel policies. Current employees of RUCD have the right to file complaints according to the Personnel Policies. Complaints to the Grievance Committee must be filed within 6 months from the grievance incident.

2. **Procedures for Filing Complaint:**
 - A. Name and address of the complainant.
 - B. Description of the incident forming the basis of the complaint.
 - C. Names of the persons or person involved.
 - D. Any witness (names) if any.
 - E. Date and Time of the incident occurred.

Formal complaints will be reviewed by the Policy Council Chairperson and the Board Chairman to determine if the complaint is reasonable. If the complaint is found reasonable the Policy Council Chairperson will assemble a panel of 4 including the Chairperson, these members will review the complaint. A written reply as to the status of the complaint (a hearing or dismissal) will be mailed to each complainant within five working days after the grievance committee meets. Any notification will be sent to the interested parties by certified mail.

3. Hearing Procedures:

The hearing committee will consist of Policy Council Chairman, two members from the Policy Council appointed by the Policy Council Chairman and a Board Member, appointed by the Board Chairman.

The hearing for any reasonable complaint will be heard after all interested parties have been notified. The defendant will be given ample time to answer any and all charges.

The hearing must convene after all parties have been notified.

Discussion will be heard only on the issues listed on the written complaint.

First: Complainant letter will be introduced by the chairman of the Policy Council.

Second: Complainant will be heard.

Third: Defendant will be heard.

Fourth: Rebuttal by complainant.

Fifth: Rebuttal by defendant.

All discussion will be limited to a reasonable period of time. Any evidence will be submitted only pertaining to complaints under consideration. After all discussion is ended the Committee will vote by closed session. The Policy Council Chairperson will vote in the event of a tie. The decision will be rendered and interested parties will be notified of any decision by certified mail within seven (7) working days after the hearing.

Other Considerations:

If appointed members of the grievance committee fail to attend the hearing the hearing may take place with 50% of the members present.

All Board and Policy Council members will be responsible to follow this policy and grievance policy.

The decision of the grievance committee is final unless it affects hiring or firing decisions. Hiring and firing decisions must be made by the Policy Council. The grievance committee would make their recommendations on these issues to the Policy Council.