

COMPLAINTS/CONCERNS POLICY

The well-being and safety of young children and their families in this community are Doña Ana County Head Start staff and Policy Council members first priority. We work hard to provide a professional and positive environment for all. We view complaints/concerns as a opportunity to learn and improve for the future. As well as a chance to put things right for the person or organization that has made the complaint/concern, where this is well-founded.

The following steps have been established to facilitate the handling of any complaint or concern about the Doña Ana County Head Start program and/or staff.

1. At any time, a parent and/or community member has a right to bring up any concerns/complaints. If any staff have received any type of complaint/concern. The staff member is required to provide the following information to the Program Manager as soon as they receive the information.
 - The date the complaint/concern was received
 - Name of the person the complaint/concern is against
 - Name and phone number or email of the person making the complaint/concern and whether or not they agree to be contacted.
 - Name of the staff member receiving the complaint/concern.
 - Any information regarding the complaint/concern.

All complaints/concerns need to be directed to the Program Manager, they can contact her directly by email: tzintzun@nmsu.edu or phone (575)646-8911.

Any complaint/concern regarding allegations of child abuse and/or neglect please follow the Child Abuse Reporting Policy.

Any complaint/concern regarding licensing violation please direct it to the Program Manager.

Complaint/Concerns regarding a Staff Member

Any complaints/concerns regarding staff should be discussed with the individual(s) involved. If the individuals involved reach no resolution, they should then follow the chain of command chart.

Please know that we respect and value your contributions to our program. Your ideas and concerns are very important to us. All complaints/concerns will be documented and resolved within the scope of the Head Start program objectives.