

**Preschool Services Department
Of San Bernardino County
Procedure for Parents/Community
Concerns / Feedback / Compliments**

Our Mission: We provide a foundation for success for children by giving them the highest quality child development and family support services.

Our Vision: Our organization is a model of excellence in child development and family empowerment that achieves national recognition and exceeds federal and state standards.

Policy

The Preschool Services Department (PSD) of San Bernardino County operates the Federal Head Start and State Department of Education's State Preschool programs. PSD intends to fully comply with all applicable state and federal laws and regulations. Although we strive to be the very best in the services we provide to children and families; we also encourage open communication between our staff and parents, community partners, and the communities we serve. We realize that in human services there is always a need for improvement.

To assist our parents and those we serve to have a voice in the daily operations of the program, we find it important to provide parents and the community an avenue for submitting their **concerns, feedback** and/or **compliments**.

If you have **concerns**, we ask that all attempts are made to resolve them through direct feedback and problem solving with the staff and supervisors involved.

- If, after all attempts have been made to resolve your concerns and you have been unsuccessful, the following procedure and the attached form will serve as a tool to pursue your **concerns**.
- This form may also be used to submit **feedback** and or **compliments**.

Procedure

1. Written concern should include:

- Name and address of the person filing the concern
- A description of the problem
- Date of occurrence
- Names of people involved
- Possible solutions
- Parents should consult with their FCP Generalist or Site Supervisor for advice and assistance.

2. The attached form should be completed by the individual(s) involved and submitted to:

**Preschool Services Department
Attn: Program Manager
662 South Tippecanoe Avenue
San Bernardino, CA 92415-0630**

3. Upon receipt of a concern:

- A meeting will be scheduled to discuss the situation;
- The Program Manager may invite those concerned to attempt to resolve the concern;
- The Program Manager will issue a written decision in response to the concern not later than 30 days from date of filing.
- If the issue or concern is not resolved at this level, it will be referred to the Director or his/her designee.

4. **Community Complaints** will be presented to the Policy Council and the Shared Governance Board for resolution.

PSD Parent Concern/Feedback/Compliment Procedure

Revised: 8/31/07 and 12/05/07

Policy Council approved: September 17, 2007

