



**COUNTY OF SAN BERNARDINO
PRESCHOOL SERVICES DEPARTMENT
POLICY**

NO. 01 ISSUE 1
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EFFECTIVE: 04-07-11
Updated

SUBJECT:
COMMUNITY COMPLAINT POLICY AND PROCEDURE

APPROVED: 04-29-11
~~REVISED:~~

BY: Ron Griffin, Director

PURPOSE

The Preschool Services Department (PSD) encourages open communication between our staff, parents, community partners, and the general public. This document serves to consolidate the various existing community complaint procedures applicable to the services provided by PSD into one comprehensive procedure.

POLICY

It is the policy of PSD to ensure the safety and well-being of the children and families served as well as the staff. Complaints made by the public are taken seriously and are investigated and resolved in accordance with the policies set forth by the listed compliance entities.

REFERENCE

Head Start Program Performance Standards, section 1034.50(d)(2)(v)

PROCEDURE

PSD must maintain compliance with multiple compliance entities. Any of the following methods may be utilized by the public to file a complaint with the appropriate compliance agency:

U.S. Department of Health and Human Services, Administration of Children and Families (ACF)

The Office of Head Start (OHS), the Federal agency that oversees the Head Start program, and the ACF Regional Program Office work together to make sure Head Start programs meet Federal requirements for program operations and the health, safety, and education of children. When programs fail to meet the requirements, and/or if you suspect or confirm a program is in violation of the standards or is misusing Federal funding, you may submit a complaint against the program by completing the "How to File a Complaint?" form located on the Early Childhood Learning & Knowledge Center website at www.eclkc.ohs.acf.hhs.gov.

California Department of Social Services, Community Care Licensing

For Child Care Centers (day care provided in a commercial building that is not a person's own home), complaints should be made by contacting the Child Care Program Office where the Child Care Center is located.

The contact information for the Child Care Program Office for San Bernardino County is:

INLAND EMPIRE REGIONAL OFFICE
3737 Main Street, Suite 700, MS 29-12
Riverside, CA 92501
(951) 782-4200 FAX (951) 758-4985

County of San Bernardino, Office of Compliance and Ethics

Complaints made by the public of any nature or concern can be made to the Office of Compliance and Ethics. It is recommended that complaints are to be filed online, through the County of San Bernardino Compliance and Ethics Confidential online incident reporting website located at https://www.integrity-helpline.com/SBC_C&E.jsp

Detailed complaint procedures regarding specific types of complaints have been established as well.

- HIPAA Complaint Process (attached)
- Americans With Disabilities Act Title II – Public Access (attached)

County of San Bernardino, Department of Children and Family Services

If child abuse is suspected, members of the public are encouraged to contact the Department of Children and Family Services to report the suspected abuse.

Child Abuse Hotline: 1-800-827-8724

County of San Bernardino, Preschool Services Department

If there are concerns, we ask that all attempts are made to resolve them through direct feedback to the staff and supervisors involved. If after all attempts have been made to resolve your concerns and you have been unsuccessful, please utilize the Concern/Feedback/Compliment Form (attached). This form may also be used to submit feedback and/or compliments. The completed form should be submitted to:

Preschool Services Department
Attention: Human Resources Unit
662 S. Tippecanoe Avenue
San Bernardino, CA 92415
(909) 383-2078 FAX: (909) 383-2027

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 no later than 30 days from the receipt of the concern.
- If the issue or concern is not resolved by the Program Manager, it will be referred to the Director of PSD or his/her designee.

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

