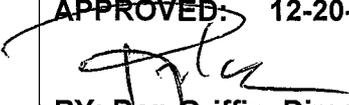




**COUNTY OF SAN BERNARDINO
PRESCHOOL SERVICES DEPARTMENT
POLICY**

NO. 01 ISSUE 1
PAGE 1 of 2
EFFECTIVE: 12-20-10
Updated

SUBJECT:
PUBLIC COMPLAINT PROCEDURES

APPROVED: 12-20-10

BY: Ron Griffin, Director

PURPOSE

To consolidate the various existing public complaint procedures applicable to the services provided by the Preschool Services Department (PSD).

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 as deemed appropriate.

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 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

All complaints made by the public can also be reported to PSD's administrative office:

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

The appointing authority or designee will work to resolve the issue in accordance with established policies by the County of San Bernardino.