

**Cen-Tex Family Services, Inc.  
Head Start Program (Birth – 5 years old)**

**PROBLEM SOLVING**

When a parent, or another person from the community, has a complaint or problem with the Head Start Program, or any of the Head Start staff, the following steps can be taken. At any time, a parent may ask someone to act as an advocate to help them. The role of the Head Start Staff (Family Advocate, Center Director, and/or Teacher) is to support and guide the parent, while encouraging the parent to speak for themselves.

**ONE:** Talk with the staff person you are having the concern with.

**PARENT TALKS WITH STAFF**

If you and the staff member make a plan to work it out, then the staff member will follow-up with you on the plan in 3 business days. If you can't work out a plan with staff, go to step two.

**TWO:** Talk with that staff person's supervisor.

Supervisor: \_\_\_\_\_ Phone#: \_\_\_\_\_ Supervisor: \_\_\_\_\_ Phone#: \_\_\_\_\_

Staff Position  
Teacher

Supervisor  
Center Director

Staff Position  
Family Advocate  
Center Director

Supervisor  
Supervising Manager  
Supervising Manager

**PARENT TALKS WITH CENTER DIRECTOR/MANAGER**

If you and the supervisor make a plan to work it out, then the supervisor will follow-up with you on the plan in 3 business days. If you can't work out a plan with the supervisor, go to step three.

**THREE:** Talk with the Director of Quality Management: **TAMMI MENKE (979) 968-6488 ext.1**

**PARENT TALKS WITH THE DIRECTOR OF QUALITY MANAGEMENT**

If you and the Director of QM make a plan to work it out, then the Director of QM will follow-up with you on the plan in 3 business days. If you can't work out a plan with the Director of QM, go to step four.

**FOUR:** Talk with Executive Director/Head Start Director. **AUDREY ALLEN (512) 303-7737 ext. 13**

**PARENT TALKS WITH EXECUTIVE DIRECTOR OF CEN-TEX FAMILY SERVICES**

If you and the Executive Director make a plan to work it out, then the Executive Director will follow-up with you on the plan in 3 business days.  
If you can't work out a plan with the Executive Director, go to step five.

**FIVE:** Write a letter to the Policy Council explaining the problem and ask the Policy Council to talk with you at their next regularly scheduled meeting.

**PARENT TALKS WITH POLICY COUNCIL**

Policy Council will write a letter to follow-up within 3 business days after the meeting.  
If you still have concerns, go to step six.

**SIX:** Write a letter to the Cen Tex Family Services Board of Directors explaining the problem and ask the Board of Directors to talk with you at their next regularly scheduled meeting.

**PARENT TALKS WITH CEN-TEX FAMILY SERVICES BOARD OF DIRECTORS**

**FINAL SOLUTION:** The Board of Directors will follow-up with a letter, within 3 business days after the meeting.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date