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## Community Grievance Process

### **Our Policy**

Community Action is committed to fair, respectful and unbiased treatment of participants of our services and programs. We do not discriminate on the basis of gender, age, religion, race, sexual preference or disability.

### **Community Grievance Procedure**

If you are seeking resolution to a complaint regarding Community Action Programs, services or staff, you must initiate the Grievance Procedure, as follows:

1. First, discuss your complaint directly with the staff person involved in the incident.
2. If you are not satisfied that your complaint has been resolved, or if you cannot discuss the complaint with that person, discuss your concern with the appropriate supervisor.
3. If you still are not satisfied that your complaint has been resolved, submit your concern in writing to the Program Director. The Director shall determine if the complaint needs to be forwarded to the funding source (usually for service eligibility issues) or to Head Start Policy Council for final determination.
4. If the complaint is not referred out, the Program Director will meet with you and the involved staff to hear the issue. The Program Director, in consultation with Human Resources, will respond in writing.
5. If you are still not satisfied that your complaint has been resolved, the next step depends on the program you have the concern with.
  - In Head Start, a written complaint is made to the Head Start Policy Council Chairperson. Instructions can be found in Article VIII of the Policy Council By-laws. Further steps are explained there.
  - If the concern does not relate to Head Start, you may appeal to the Executive Director in writing, describing your remaining concern and what you are requesting. The Executive Director, in consultation with Human Resources, will issue a written decision, which will be final.

Due to grantor's requirements, specific programs may have a more detailed grievance procedure that must be followed. If this applies to your grievance you will be provided with the additional grievance procedure and information.