

## CHARLIE BROWN COMMUNITY DAY CARE CENTER POLICIES AND PROCEDURES

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Subject: Parent Problem  
Resolution Procedure

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It is the belief that any parent problems/concerns regarding child care issues are resolved in a prompt, fair, and impartial manner. The Parent Problem Resolution Procedures addresses guidelines of action to solve problems/concerns.

Any concerns that a parent (s) may have regarding the center should be brought to the attention of the On-site Director immediately. He/She will look into the matter and communicate the resolution to both the concerned parent(s) and the Executive Director within three working days.

Charlie Brown takes confidentiality seriously. When matters occur, it is strongly discouraged for parents to discuss issues with other parents in the center or through social media. This is not an effective way to solve a problem and may result in discontinuing of services.

If the issue remains unresolved from the parent's point of view, the parent(s) should speak to the Executive Director. He/She will investigate the problem thoroughly and respond back to the parent within three working days.

If the parent(s) remains dissatisfied with the decision of the Executive Director, the parent(s) should submit the problem in writing to the Board of Directors. If the problem is urgent, the President of the Board may elect to call a special Board meeting. The Board will review the matter in depth and issue a final and binding decision. That decision will be communicated to the parent(s) in writing following the Board meeting.

We recognize that some parent(s) may feel reluctant to approach either the On-Site Director or the Executive Director regarding a problem. If you truly feel that you cannot speak with either of these individuals, you may ask to speak with a Board member. No action will be taken on the problem until the Board member has a chance to investigate the situation fully, utilizing all avenues available to him/her. Another Board member may also be called in to assist with the resolution. The resolution of the problem will be conveyed in writing to the parent(s) following the Board review.