

Meal Accommodation Grievance Procedures

NESD Head Start Program, Inc.

If a family feels that NESD Head Start Program, Inc. did not provide the child with the appropriate accommodations and/or services required by law, the family may choose from among the following options.

1. The family may contact the Executive Director, and request that the meal modification form be reviewed for further accommodations. Families may provide the staff member with additional documentation supporting their need for such accommodations. Our staff genuinely wish to engage in these interactive conversations with families, and we strive to create an environment where families feel comfortable discussing the needs of their children
2. If a family does not wish to speak to the NESD Head Start Director, the family may file a formal written grievance with the NESD Head Start Board President to request that the file be reviewed for additional consideration. The request must include a full description of the situation, including a statement of the requested solution. The Board President can be reached by requesting their name and email and phone number at 229-4506 (Administrative Office).

The Board President will review the matter and will provide the family with a written statement outlining the decision/findings and any next steps available to the family. Where appropriate, the Board President may instruct the center to implement temporary and/or permanent approved accommodations.