



Complaint Process

*Everyone deserves to be treated with fairness and respect.
Community Action Project (CAP) is committed to providing courteous and professional service to those seeking assistance.
Anyone may apply for services or resources and no one will be denied on the basis of race, color, gender, creed, religion, age,
political preference, or disability.*

Filing a Complaint

If you have a complaint about an incident or wish to appeal a denial of service:

1. Discuss your complaint directly with the program staff involved in the situation.
2. If the matter is not resolved, notify the supervisor of the program to discuss the problem. Contact information will be provided by onsite staff, or by calling CAP's main office at 918-382-3200.
3. If you still are not satisfied, complete the attached *Complaint Form* and mail or return to:

Community Action Project of Tulsa County
Attn: Executive Director
4606 South Garnett, Suite 100
Tulsa, OK 74146

If you believe that you have been treated unfairly or disrespectfully, you must submit the *Complaint Form* within 30 days in order to receive a formal response to your complaint.

Resolution & Appeals

1. Within 10 days of receipt of your written complaint, CAP's Executive Director will initiate a process to investigate the situation.
2. You will be afforded a reasonable opportunity to have a private and confidential interview, a fair hearing, and access to records relevant to the situation under review.
3. Within 30 days of receipt of your written complaint, you will be mailed a *Complaint Ruling* intended to address and resolve the incident or denial of service.
4. If you are not satisfied with the decision made in response to your complaint, instructions explaining how to appeal the decision will be enclosed with the *Complaint Ruling*. A copy of the Appeal Process is also available upon request.
5. After exhausting all appeals with CAP, you may then appeal directly to the Oklahoma Department of Commerce and/or the regional Office of Head Start.

