



Complaint Process *(pertaining to the Executive Director)*

*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 about the Executive Director

If you have a complaint specifically about the agency's Executive Director:

- Complete the attached *Complaint Form* and mail or return to:

Community Action Project of Tulsa County
Attn: President, Board of Directors
4606 South Garnett, Suite 100
Tulsa, OK 74146

You must submit the *Complaint Form* in order to receive a formal response to your complaint.

Resolution & Appeals

- Within 10 days of receipt of your written complaint, the President of CAP's Board of Directors will initiate a process to investigate the situation.
- 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.
- Within 30 days of receipt of your written complaint, you will be mailed a *Complaint Ruling* intended to address and resolve your concerns.
- If you are not satisfied with the decision made in response to your complaint, you may then appeal directly to the Oklahoma Department of Commerce and/or the regional Office of Head Start. 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.

