

## Internal Dispute Resolution Complaint and Impasses Procedures

Policy: The Kenosha Unified School District No. 1 Head Start Program and the Policy Council shall provide a method for immediate action where matters of disagreements and/or concerns of a parent or community member can be addressed for prompt consideration. A complaint is any matter of dissatisfaction or concern of a parent or community members as it relates to the Head Start Program.

### **Steps for Internal Dispute Resolution**

Step 1. The complainant shall bring the complaint to the attention of the Head Start Administrator or his/her designee, either orally or in written form within ten (10) working days after the complainant knew of the event or condition.

Step 2. If the complaint is not resolved in step one, within five (5) working days the complainant shall request a meeting with the Head Start Policy Council by notifying the Secretary in writing. The Head Start Policy Council shall schedule a session to respond to the complainant as soon as practical with the Head Start Administrator.

Step 3. If the complainant is dissatisfied with the resolution after steps one and two, the next step will be to submit the complaint in writing to the Administrator of School Leadership by the Head Start Administrator. The Administrator of School Leadership shall meet with the complainant to resolve the dispute. Written summary notification shall be submitted to the Head Start Administrator and the Head Start Policy Council.

Step 4. If the complainant is dissatisfied with the resolution in step three, he/she within five (5) working days may submit the complaint to the Superintendent of Schools. The Superintendent shall meet with the complaint to attempt to resolve the dispute. The Superintendent shall within five (5) days respond to the action taken to resolve the dispute. Notification will be made to the Administrator of School Leadership, the Head Start Administrator, and the Head Start Policy Council

Step 5. If the complainant is dissatisfied with the resolution in step four, he/she shall within five (5) working days submit in writing the complaint to the Kenosha Unified School District No. 1 School Board and request a formal hearing. The President of the School Board shall schedule an Executive Session to hear the complaint as soon as practical. The School Board shall respond in writing within ten (10) days of the hearing to the Superintendent of Schools, Administrator of School Leadership, Administrator of Head Start and the Head start Policy Council of action taken to satisfy the complaint.

## **Impasse Procedures Shared Decision Making**

This Impasses Procedure is to be utilized if a disagreement or conflict arises between the Kenosha Unified School District No.1 School Board and the Head Start Policy Council. If agreement cannot be reached through shared decision-making process the Kenosha Unified School Board and the Head Start Policy Council agree to participate in a mediation process.

### **Mediation Process between the Kenosha Unified School Board and the Head Start Policy Council**

- A. According to Chapter 788 in the Wisconsin Statute, a mediator/arbitrator is selected and the process of both parties meeting with the mediator/arbitrator begins. If no resolution is possible, the mediator assumes the arbitrator role and makes the final determination. The arbitrator utilizes the Kenosha Unified Head Start policies and procedures, applicable accounting procedures, Head Start Performance Standards and applicable state/federal laws to reach a binding decision.
- B. At such time as the Kenosha Unified School Board and the Policy Council determine that resolution of a conflict through regular process is unlikely, the Head Start Administrator will be immediately informed. Within ten days, the Head Start Administrator shall inform the Regional Office of existence of conflict. If the conflict is of such a nature that a delay in resolution could lead to termination or denial of funding, the Regional Office shall be informed immediately. The Regional Administrator or designated staff person will, within ten days of notification of conflict will:
  - 1.) Arrange to hold one or more meetings for the purpose of resolution of the conflict,
  - or 2.) Indicate that the process continues to the next stage of mediation.Should such a meeting take place, the Administrator of School Leadership, the Head Start Administrator, and the Policy Council President are required to attend. Members of the Kenosha Unified School Board are encouraged to attend the meeting for the purpose to resolve the issue(s) to the mutual satisfaction of both parties.
- C. If the meetings are not successful in resolving the issues, within ten days of what is determined to be the final meeting the issue(s) will be submitted for mediation.

## **POLICY COUNCIL SHORT CUTS**

### **Calling the Meeting to Order:**

The Policy Council Chairperson is responsible to call the meeting to order. Starting the meeting on time is important. If your meeting is scheduled to begin at 4:30 p.m., the meeting should begin promptly at 4:30.

### **Approving the Minutes:**

Chairperson must follow the agenda. Minutes of last meeting must be approved. A motion should be made to approve the minutes or approve the minutes as amended.

### **Motions, Seconds, Debates and Voting:**

Discussion on any matter that is up for a vote should be limited. If there is a great deal of debate and questions then the matter should be referred to a committee. Policy Council meeting should be about decision making not long drawn-out discussions.

Every item Policy Council is going to vote on must have a motion and second before a vote can be taken.

The Chairperson should not make or second any motions.

Only Policy Council members can vote on a motion. Guests and staff cannot vote.

The Chairperson only votes to break a tie.

### **Adjourning the Meeting:**

The Chairperson is responsible to adjourn the meeting. The Adjournment does not require a motion and a vote. The Chairperson decides when to call for adjournment. The Chairperson should not allow a meeting to be any longer than an hour and a half.

### **Example of Making a Motion:**

Policy Council member makes a motion to approve.

Another member seconds the motion.

The Chairperson repeats the motion; ask for any discussion of the motion.

The Chairperson puts the question to vote. All those in favor say aye, than those opposed say no.

Chairperson announces the result of vote. (Motion carried.)

## CORTA CAMINOS PARA EL CONSEJO DE POLITICA

### Llamar la Sesión a Orden:

El Presidente del Consejo de política es responsable de llamar a la sesión. Comenzar la reunión a tiempo es importante. Si la reunión está programada para comenzar a las 4: 30 pm., la reunión debería comenzar con prontitud a las 4: 30.

### Aprobación del Acta:

El Presidente debe seguir la agenda. El acta de la última reunión debe ser aprobada. Una moción debe ser hecha para aprobar el acta o correcciones al acta.

### Mociones, Segundos, Debates y Votaciones:

Discusión de cualquier asunto que está sujeto a votación debe ser limitada en tiempo. Si hay una gran cantidad de debate y preguntas sobre el asunto, entonces la cuestión debe ser remitida a una Comisión. La reunión del Consejo de Política debe ser acerca de tomar decisiones y no de debates a largo plazo.

Cada elemento sobre el cual el Consejo de Política va a votar debe tener una moción y un apoyo antes de una votación.

El Presidente no debe hacer o apoyar cualquier propuesta.

Sólo los miembros del Consejo de política pueden votar sobre una moción.

Invitados y personal no pueden votar.

El Presidente sólo vota para romper un empate.

### Levantar la Sesión de la Reunión:

El Presidente es responsable de levantar la sesión. El levante de sesión no requiere una moción y una votación. El Presidente decide cuándo llamar para el levante de la sesión. El Presidente no debe permitir que una reunión tome más de una hora y media.

### Ejemplo de Hacer una Moción:

Un miembro del Consejo de Política hace una moción para aprobar.

Otro miembro apoya la moción.

El Presidente repite la propuesta; solicita cualquier discusión sobre la propuesta.

El Presidente pone la cuestión a votación. Todos aquellos a favor dicen “aye”, todos los que se opusieron dicen “No”.

El Presidente anuncia el resultado de la votación. (Moción se lleva a cabo)

# HEAD START KENOSHA UNIFIED SCHOOL DISTRICT NO.1

## POLICY COUNCIL BY-LAWS

### **Preamble:**

The educational goal of the Kenosha Unified Head Start Program is to enhance each child's physical, social, emotional, cognitive, and pre-academic readiness skills. This is accomplished by a variety of experiences that meet the individual differences and special needs of participating children. Partnerships are developed between program staff and families that enhance successful experiences for parents.

### **Head Start will provide:**

- Quality preschool experiences, which will enhance a child's readiness for life long learning.
- Health and nutrition services for intervention and prevention to promote healthy children and families.
- Family services to increase parent awareness of available community resources.
- Parent involvement opportunities to enhance skills needed by parents to successfully advocate their child's educational process.
- Disability services for children and families with special needs.
- Training and educational opportunities for parents
- Opportunities for parent participation in classrooms, Parent Committee Meetings, and Policy Council Meetings.

### **Mission Statement:**

Our purpose is to empower all parents to successfully advocate for their children. It is our belief when parents involve themselves in the Head Start Program they are participating in the successful education of their children for a positive and bright future. Parent's participation models the importance of their children's education as being special, important here and now, as well as in their future. Parent voices are heard in the decision-making of their children's education throughout the program year as they learn to successfully advocate for the educational needs of their children.

## **Article I. Name of Organization**

The name of this organization shall be known as the **Head Start Policy Council**.

## **Article II. Purpose**

The purpose of the **Head Start Policy Council** is to follow the Federal regulations and guidelines as presented in the Head Start Act and the Performance Standards. Additionally, the officers and selected Head Start staff will provide leadership and advocacy skills to the parents of enrolled children.

## **Article III. Membership**

It is important for the membership of the **Head Start Policy Council** to be rotated to ensure regular influx of new ideas. Membership must be limited to no more than three (3) one (1) year terms.

**Section 1.** At least fifty-one percent (51%) of the membership shall be parents of currently enrolled children. Each Head Start classroom shall appoint one (1) classroom representative and one (1) alternate to serve on Policy Council to ensure an equal opportunity for all parents and Head Start site locations involvement.

**Representation shall reflect:**

19 classrooms = 19 parents = 19 alternates.

No more than forty-nine percent (49%) of the membership shall be community representation. Community representatives to Policy Council must be approved by the council membership and must include one (1) school board member from the Grantee.

**Section 2.** Past members of Policy Council who wish to continue attending meetings, may do so with the approval of Council. Past members may participate in discussions but they do not have voting privileges.

**Section 3.** Head Start staff may attend the meetings of Policy Council in a consultative nonvoting capacity. Parents of currently enrolled children who are employees of the Kenosha Unified Head Start Program may attend the meetings in a nonvoting capacity.

All ethnic groups have the opportunity and are encouraged to participate in the Head Start Parent Committee and Policy Council.

#### **Article IV. Officers**

The elected officers of the Policy council shall be referred to as the **Policy Council Board**. Positions are as follows:

**President**  
**Vice President**  
**Secretary**  
**Treasurer**

#### **Section 1. The duties of the President shall include but not be limited to:**

- Provide leadership at all meetings
- Assist program Administrator when needed.
- Maintain open communication with all members.
- Attend staff and parent meetings.
- Assist program staff with the on site program evaluation.
- Participate with Budget and Grant process.
- Participate with the hiring of new staff
- Participate in program planning at all levels.
- Report to the School Board all activities of the Head Start Program.

#### **Section 2. The duties of the Vice-President shall include but not be limited to:**

- Provide leadership at all meetings
- Work cooperatively and assist the President when needed
- Maintain open communication with all members.
- Attend staff and parent meetings as needed.
- Assist the program staff with the on site program evaluation.
- Participate with the Budget and Grant process.
- Participate with the hiring of new staff.
- Participate with program planning at all levels.

#### **Section 3. The duties of the Secretary will include but not be limited to:**

- Record minutes of all meetings
- Maintain the Policy Council Handbook with current agendas and minutes from all meetings.
- Provide leadership at all meetings.
- Work cooperatively with the President and Vice-President
- Attend staff and parent meeting when appropriate.
- Maintain open communication with all members.
- Assist with the Budget and Grant process.
- Participate in the hiring of new staff.
- Participate in program planning at all levels.

**Section 4. The duties of the Treasurer shall include but not be limited to:**

- Provide leadership at all meetings
- Report balances from Parent Travel and Parent Activities accounts.
- Work cooperatively with other Board members.
- Attend staff and parent meetings when appropriate.
- Maintain open communication with all members.
- Assist program staff with the on site program evaluation.
- Participate in the new staff hiring process.
- Participate in program planning at all levels.

**Section 5.** In the event of a resignation or absence of an elected officer, replacement will be by automatic succession. In the event of automatic succession, and the successor declines, the President shall appoint a member of the Policy Council to fill the vacancy until the next election of officers is held.

**Article V. Meetings:**

Parent Committee meetings at the site level will be held monthly. Family Service Providers will survey their families for times most appropriate for meetings.

**Section 1.** Policy Council Meetings will be held monthly or quarterly upon approval of all council members. Parent Committees will be held monthly at each Head Start site locations. Monthly reports will be provided to Policy Council Meetings. Policy Council members at site Parent Committees will share current information of Policy Council meetings. Special meetings of Parent Committees and Policy Council will be called when business so warrants.

**Section 2.** Childcare will be available at all Policy Council Meetings. The Policy Council budget will provide funds for parents to be reimbursement for childcare or transportation costs incurred for Policy Council meetings upon written request to the Head Start Administrator. Parents will receive approval for reimbursement at all Policy Council Meetings based upon funds available.

**Article VI. Parliamentary Authority**

The Parliamentary Authority of the Head Start Policy Council shall be modeled after Roberts Rule of Order.



**Article VII. Voting**

A quorum is minimally defined as the majority. A quorum of the Head Start Policy Council shall be a majority of all members present at any regular or special meeting. The method of taking a vote is taken by a show of hands. If a motion is taken to the floor for vote, the president will query members for an opportunity to debate the motion. When debate is concluded a motion to approve will be presented.

**Article VIII. Conflict of Interest:**

In the event a Policy Council member has a direct conflict of interest to a motion, that member will abstain from casting a vote to the motion. The Policy Council President shall request a member to refrain from voting if a direct conflict of interest exists.

**Amendments**

These by-laws of the Head Start Policy Council may be amended or added to by majority vote of members present at any regular or special meeting.