



Complaint Process (Pertaining to the Executive Director)

Everyone deserves to be treated with fairness and respect. CAP Tulsa 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:

1. Discuss your complaint directly with the program or Executive Director.
2. If you still are not satisfied, complete the attached *Complaint Form* and mail or return to:

CAP Tulsa
Attn: President, Board of Directors
5330 E. 31st St., Suite 300
Tulsa, OK 74135

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

Resolution & Appeals

1. Within 10 days of receipt of your written complaint, the President of CAP Tulsa's Board of Directors 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 your concerns.
4. 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 Office of Head Start – Region VI. 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.

