



## **Complaint Process**

*(Executive Director of CAP Tulsa)*

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 – CAP Tulsa Executive Director**

If you have a complaint specifically about the CAP Tulsa'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. 31<sup>st</sup> 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.

# **Complaint Form**

*(Executive Director of CAP Tulsa)*

Complete this form and return to:

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

Today's Date: \_\_\_/\_\_\_/\_\_\_

Date Complaint Originated: \_\_\_/\_\_\_/\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_

Describe the reasons for your complaint about the Executive Director:

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Provide or attach any additional information that may be helpful to explain your complaint.

I certify that the information provided herein is accurate to the best of my knowledge.

\_\_\_\_\_  
*Signature*

Your complaint will be reviewed promptly. A written *Complaint Ruling* will be issued within 30 days following receipt of this submitted form. No individual shall be retaliated against for filing a complaint.