



1933 E Second Street  
Defiance, OH 43512  
PH: 419-784-2150  
Fax: 419-784-5048

## Grievance (Concern/Complaint) Form

From time to time parents are unhappy with the way services are provided or other situations that arise during the course of the year. If you are unhappy with a situation in your child's center we encourage you to 1) discuss this with your child's teacher or the center manager. 2) After the center manager you may contact the central office by telephone at 419-784-2150. If these communications are not helpful then you may follow the grievance procedure outlined below.

Persons having a complaint or concern regarding an area of operation of Northwestern Ohio Community Action Commission — Child Development Programs are encouraged to complete a Grievance Form and mail it to the attention of the Child Development Director. The Child Development Director will coordinate the grievance procedure.

A response regarding the area of concern will be sent within 7 days to the person sending in a written complaint. This response may include an explanation of operations and/or a plan of action to correct a situation.

Following the receipt of the agency response, persons may request or provide additional information by phone or Grievance form. Persons making a grievance following the above procedure will be kept confidential if requested. Grievances may be discussed with appropriate staff as needed.

**Mail form to:**

**NOCAC Child Development, 1933 E. Second Street, Defiance, OH 43512**  
**ATTN: Child Development Director**

**Explanation of Concern (please use back of form if you require more space):**

**Suggestions for Improvement (please use back of form if you require more space):**

Name: \_\_\_\_\_ Phone Number: (     ) \_\_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_ Best time to contact: \_\_\_\_\_

Preferred method of contact (circle one): **PHONE / EMAIL / NO PREFERENCE**