



Cari Marquez
President, Board of Directors

Melanie R. Santana
Executive Director

MISSION CHILD CARE CONSORTIUM, INC

COMMUNICATION PROCEDURES FOR PARENTS

1. Parent complaints or concerns are to be directed to Melanie Santana, Executive Director in writing ONLY. Please don't take any concerns or complaints to any staff member.
2. All parents concern, or complaints are to be written, documented and given to the Executive Director. Melanie Santana, Executive Director will discuss all complaints with parents. Please provide written complaint in a sealed envelope to be reviewed within 24 hours. The Executive Director office is on the third (3rd) floor Office #105 and there is an inbox outside the office.
3. Melanie Santana, Executive Director will meet with the parents to resolve the complaint or concerns within 48 hours.
4. In the absence of the Executive Director the procedure is to meet with Patricia Hamilton, Program Director.

Revised June 29, 2020