

Title: Complaints Concerning Federally Funded Programs

Reference: XI.110.20

A. Purpose

Establish a policy statement concerning the resolution of inquiries or complaints raised by the public about federally funded programs.

B. Policy Statement

The Board of Education recognizes that inquiries or complaints naturally arise as part of the complex process of educating children participating in federally funded programs. There needs to be a process in place through which the public can communicate and resolve their inquiries or complaints as quickly and satisfactorily as possible.

C. Rationale

Federal law requires a local board of education to adopt a policy for ensuring fair and prompt resolution of complaints concerning federally funded programs.

D. Definitions

1. Inquiry: A policy, procedure, practice, or action that results in questions or concerns.
2. Complaint: A result of a difference in opinion over a policy, procedure, practice, or action.
3. Federally Funded Program: Programs or services that are partially or fully supported by federal government monies such as Title I, Title II, Title III, Title IV, and Title V.

E. Implementation Guidelines

1. Informal: Responses to inquiries and complaints from the public should originate at the level at which the inquiry or complaint is directed through an informal process.
2. Formal: When inquiries or complaints from the public are not resolved satisfactorily at the informal level, a formal complaint process should be utilized.
3. The policy is not to be used for resolving complaints that are specifically governed by other existing state or local regulations, such as student suspensions, expulsions, special education appeals, and personnel issues.

F. Evaluation

The evaluation and review process will occur according to the review process established in the Policy on Policy Development I.12.20.

G. References

No Child Left Behind - GEPA 432

H. Effective Date: August 1, 2006

I. Date Adopted: August 1, 2006