

# Regulation Board of Education of Caroline County

Title: Complaints Concerning Federally Funded Programs

Reference: XI.110.20

Responsible Office: Administrator of the Effected Federal Program

A. Purpose: Establish a procedure concerning the resolution of inquiries or complaints raised by the public about federally funded programs.

B. Background: The federal government requires a local board of education to adopt a policy for ensuring fair and prompt resolution to complaints and concerning federally funded programs. The Board of Education needs a process through which the public can communicate and resolve inquiries or complaints as quickly and satisfactorily as possible.

C. Definitions:

1. Inquiry: A procedure, practice, or action that results in questions or concerns.
2. Complaint: A result of a difference in opinion over a 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.

D. Procedures for Inquires or Complaints

1. Informal:

- a. An individual who has a complaint or inquiry may present the matter, either orally or in writing to the building principal. The informal discussion of issues between the individual and building principal is encouraged in order to resolve the issue as quickly and satisfactorily as possible. Depending on the issue, the complaint or inquiry may be referred to the administrator responsible for the federal program.

2. Formal:

- a. If an individual is not satisfied with the response to the complaint or inquiry at the informal level, the individual may in writing address the complaint or inquiry to the administrator responsible for the federal program within ten (10) days of the

principal's response. The administrator will respond within ten (10) days of receipt of the written complaint or inquiry.

- b. If the individual is not satisfied with response to the complaint or inquiry from the administrator responsible for the federal program, the individual may forward the complaint or inquiry along with the response of the administrator for the federal program to the appropriate director or superintendent's designee. The director or superintendent's designee will respond within ten (10) working days of receipt of the written complaint or inquiry.
- c. The nature of the complaint or inquiry may necessitate the administrator of the federal program to contact the Maryland State Department of Education's (MSDE) specific program office for guidance.
- d. Time-lines established in this complaint or inquiry process may be altered by mutual agreement of the parties.

E. Related Forms, Documents, Letters:

F. Monitoring and Compliance:

- 1. Written complaints or inquiries will be kept on file at the Board of Education with the administrator responsible for the federal program.

G. Date Effective: August 1, 2006

H. Date Policy Adopted: August 1, 2006

I. Date Revised: