

Complaint Procedures for Federal Programs under the ESSA Act Delphi Community School Corporation 2020-21

Complaints

Complaint procedures are discussed at the beginning of the school year with school administrators at the leadership meeting. The procedures are shared with them and revised/revisited on a yearly basis/as needed. School administrators are charged with sharing the information with their faculty at faculty meetings, through written notices, etc. The front office at each school has the procedures/forms available for parents who request them and the procedures are also located on the district's website for parents to access as needed.

Complaint Procedures

Parent and school communication is described in student handbooks and on the district's website. Parents are expected to address grievances or complaints beginning at the local/school level with the teacher first and then that building's administration. If still not resolved, central office personnel should be contacted. Forms, notes, and minutes should be kept on file as documentation of the issues.

Complaint Procedures under ESSA

Grounds for a Complaint

Any individual, organization or agency (complainant) may file a complaint with the DCSC Board of Trustees if that individual, organization, or agency believes and alleges that a violation of Federal statute or regulation that applies to a program under ESSA has occurred. The complaint must allege a violation that occurred not more than one (1) year prior to the date that the complaint is received unless a longer period is reasonable because the violation is considered systemic or ongoing.

Federal Programs for Which Complaints Can Be Filed:

- A. Title I, Part A
- B. Title I, Part C
- C. Title I, Part D
- D. Title II, Part A
- E. Title III, Part A
- F. Title VI, Part B
- G. McKinney-Vento Act

Complaints Originating at the Local Level

As part of its Assurances within ESSA program grant applications, a Local Educational Agency (LEA) accepting federal funds must have a local written procedure for the receipt and resolution of complaints alleging violations of law in the administration of those covered programs.

Complaints should not be filed with the Indiana Department of Education until every effort has been made to resolve through local written complaint procedures. If the complainant has tried to

file a complaint with Delphi Community School Corporations and it has not been resolved, the complainant must provide the Indiana Department of Education written proof of their attempt to resolve the issue with Delphi Community Schools.

Filing a Complaint

A formal complaint must be filed in writing and signed by the complainant. The complaint must include the following items:

- A statement that the LEA has violated a requirement of a Federal statute or regulation that applies to an applicable program;
- The date on which the violation occurred;
- The facts on which the statement is based and the specific requirement allegedly violated;
- A list of the names and telephone numbers of individuals who can provide additional information;
- Whether a complaint has been filed with any other government agency, and if so, which one;
- Copies of all applicable documents supporting the complainant's position;
- The address of the complainant (including email, phone number, etc.)

The complaint must be addressed to:

Mrs. Alisan Clayton, Director of Title Services
Delphi Community School Corporation
501 Armory Rd.
Delphi, IN 46923

Investigation of Complaint

Within ten (10) days of receipt of the complaint, Delphi Community Schools will issue a Letter of Acknowledgement to the complainant that contains the following relevant information:

- The date DCSC received the complaint
- How the complainant may provide additional information
- A statement of the ways in which DCSC may investigate or address the complaint; and
- Any other relevant information

If additional information or an investigation is necessary, the school system will have sixty (60) days from receipt of the information or completion of the investigation to issue a Letter of Findings. If the Letter of Findings indicates that a violation has been found, corrective action will be required and timelines for completion will be included. The 60-day timelines may be extended, if exceptional circumstances exist. The Letter of Findings will be sent directly to the complainant.

Right of Appeal

If the complaint cannot be resolved at the local level, the complainant has the right to request review of the decision by the Indiana Department of Education. The appeal must be accompanied by a copy of the school system's decision and include a complete statement of the reasons supporting the appeal.

Complaint Form from Federal Programs under the ESSA Act

Please print

Name: (complainant):
Mailing Address:
Phone Number (home): Phone Number (work):
Person/department complaint is being filed against:
The date on which the violation occurred:
Statement that the Delphi Community School system has violated a requirement of a Federal statute or regulation that applies to an applicable program - include additional information if needed:
The facts on which the statement is based and the specific requirements allegedly violated (attach additional sheets if necessary):
List the names and telephone numbers of individuals who can provide additional information. Please attach/enclose copies of all applicable documents supporting your position.

Has a complaint been filed with any other government agency? If so, provide the name of the agency.

Signature of Complainant:

Date:

Mail or deliver this form to the following:

Mrs. Alisan Clayton, Director of Title Services
Delphi Community School Corporation
501 Armory Rd.
Delphi, IN 46923

Date Received:

Date of Response to Complainant: