



Introduction

On December 10, 2015 a new Federal education law was signed by the President. This law, the Every Student Succeeds Act (ESSA), requires schools that receive federal Title IA funding adopt written procedures for resolving complaints filed.

Definition

A “complaint” is a written, signed statement filed by an individual or an organization. It must include:

- a. A statement that a school has violated a Title IA requirement of federal statute or regulation..
- a. The facts on which the statement is based.
- b. Information on any discussions, meetings or correspondence with a school regarding the complaint.

Complaint Resolution Procedures

1) **Referral** – Complaints against schools should be referred to the District’s Central Office:

Dr. Mark Baker, Superintendent
620 North Washington Street
Shelburn, Indiana 47879
bakerm@nesc.k12.in.us
812-397-5390

Sarah Hannon, Title 1 Coordinator
504 North Vine Street
Hymera, Indiana 47855
hannons@nesc.k12.in.us
812-383-4671

2) **Notice to School** – The Superintendent along with the district Title 1 Coordinator will notify the school Principal that a complaint has been received. A copy of the complaint will be given to the Superintendent and Principal with directions given for the Principal to respond.

3) **Investigation** – After receiving the Principal’s response, the Title 1 Coordinator along with the Superintendent, will determine whether further investigation is necessary. If necessary, the Title I Coordinator and the Superintendent may do an onsite investigation at the school.

4) **Opportunity to Present Evidence** – The Superintendent may provide opportunity for the complainant and the Principal to present evidence.

5) **Report and Recommended Resolution** – Once the Title I Coordinator has completed the investigation and the taking of evidence, a report will be prepared with a recommendation for resolving the complaint. The report will give the name of the party bringing the complaint, the nature of the complaint, a summary of the investigation, the recommended resolution and the reasons for the recommendation. Copies of the report will be issued to all parties involved. The recommended resolution will become effective upon issuance of the report.

6) **Follow up** – The Title I Coordinator and the Superintendent will ensure that the resolution of the complaint is implemented.

7) **Time Limit** – The period between the Title I Coordinator receiving the complaint and resolution of the complaint shall not exceed sixty (60) calendar days.

8) **Right to Appeal** – Either party may appeal the final resolution to the Department of Education. Appeals should be addressed as follows:

Andrew Mazur
Ombudsman/Title Grants Specialist
(317) 232-9150 ombudsman@doe.in.gov
Indiana Department of Education
Indianapolis, IN 46204

NESC TITLE I PARENT COMPLAINT FORM



Name: _____

Address: _____

Phone #: _____

School: _____

Signature: _____

How has the school violated a requirement of federal statute or regulation that applies to Title I?

The facts on which the statement is based:

Desired corrective action:
