

Federal Programs Complaint Resolution Procedure

This complaint resolution procedure applies to all federal programs administered by the Centerville School District as directed by Missouri Department of Elementary and Secondary Education under the No Child Left Behind Act (NCLB).

A complaint is a formal allegation that a specific federal or state law or regulation has been violated, misapplied, or misinterpreted by school district personnel or by Department of Education personnel.

Any parent or guardian, surrogate parent, teacher, administrator, school board member, or other person directly involved with an activity, program, or project operated under the general supervision of the Department may file a complaint. Such a complaint must be in writing and signed. It must provide specific details of the situation and indicate the law or regulation that is allegedly being violated, misapplied, or misinterpreted.

The procedure is as follows:

- Within 30 days of the receipt of the written complaint the Superintendent of Schools or his designee shall review and investigate the complaint.
- Within 45 days of the date of the receipt of the written complaint, the Superintendent or his designee shall provide a written decision regarding the complaint to all parties involved.
- If the issue cannot be resolved at the local level, the complainant may file a complaint with the Missouri Department of Education P.O. Box 480, Jefferson City, Missouri, 65102. (If there is no evidence that the parties have attempted in good faith to resolve the complaint at the local level, the Department may require the parties to do so and may provide technical assistance to facilitate such resolution.)
- Any appeal must be made within 30 days of receiving the written decision of Centerville Schools.
- Any persons directly affected by the actions of the Department may file a similar written complaint if they believe state or federal laws or regulations have been violated, misapplied, or misinterpreted by the Department itself.
- Anyone wishing more information about this procedure or how complaints are resolved may contact local district or Department personnel.

FEDERAL PROGRAMS COMPLAINT FORM

Today's Date: _____

1. Full Name: _____

2. Address: _____

3. Telephone Number: _____

4. Status: (Check One) Student Teacher Administrator Classified Staff
Community Member Parent Other

5. Describe the situation and state which federal or state law has been violated, misinterpreted or misapplied. Attach additional sheets if more space is necessary.

Be specific and be sure to include the following:

- (a) The date of the event or occurrence about which you are complaining.
- (b) The names and positions of every person involved.
- (c) The exact date and nature of each incident involved.
- (d) The reasons you believe the incidents described above merit complaint.

6. State the remedy you seek.