

PROCEDURE TITLE: Title I, Part A - Complaint Procedures		
ADOPTION/EFFECTIVE DATE: July 1, 2011	MOST RECENTLY AMENDED::	MOST RECENTLY REAFFIRMED:
POLICY/PROCEDURE MANUAL SUMMARY CATEGORY: Stakeholders		

HCPS PROCEDURE FOR ENSURING PROMPT RESOLUTION OF COMPLAINTS OF VIOLATIONS OF TITLE I, PART A NCLB Section 9304

Summary

NCLB requires the adoption of a written procedure for the receipt and resolution of complaints alleging violations of Title I, Part A in the administration of the program.

District Complaint Procedures

1. The complaint must be in writing and addressed to the HCPS Title I Supervisor.
 - a. The complaint must contain the following:
 - The name of the complainant and contact information
 - The nature of the complaint (the specific violation of the administration of the Title I, Part A program).
2. The HCPS Title I Supervisor must maintain a complaint log. The log must include the following:
 - a. The name of the complainant
 - b. The receipt date of the complaint
 - c. The log-in number assigned to the complaint for tracking purposes
 - d. The name of the staff member to whom the complaint will be referred (if applicable).
 - e. The date of the response to the complaint.
3. The HCPS Title I Supervisor must respond to the complaint within thirty (30) working days upon receipt of the complaint.
4. The HCPS Title I Supervisor must maintain a copy of the complaint, log, and response on file in the district office.

Filing an Appeal with HCPS

1. Individuals not satisfied with the written decision of the HCPS Title I Supervisor or who have not received a reply to their formal complaint within the specified time period may appeal the complaint in writing to the HCPS Associate Superintendent of Curriculum, Instruction and Assessment. The appeal must be filed in writing and received within fifteen (15) calendar days of the HCPS Title I Supervisor's decision or the date when a response was to have been made.

2. The HCPS Associate Superintendent of Curriculum, Instruction and Assessment will respond to the appeal using a timeline and procedures similar to the procedures followed by the HCPS Title I Supervisor including: (a) the option of arranging a hearing within ten (10) business days of receipt of the appeal; and (b) providing a written decision within ten (10) business days following the appeal hearing, if held. When the issue appealed is unusually complicated, an additional twenty (20) business days may be taken by the HCPS Associate Superintendent of Curriculum, Instruction and Assessment in order to fully investigate the matter. Upon reaching a decision, the HCPS Associate Superintendent of Curriculum, Instruction and Assessment will provide a written response to the complainant.
3. Individuals not satisfied with the written decision of the HCPS Associate Superintendent of Curriculum, Instruction and Assessment may further appeal the complaint to the ombudsman in the Office of the Superintendent. Once the decision of the HCPS Associate Superintendent of Curriculum, Instruction and Assessment has been received, the appeal must be filed in writing and received within fifteen (15) calendar days of that decision. The ombudsman in the Office of the Superintendent will research and evaluate the appeal and issue a written decision on behalf of the Superintendent within twenty (20) business days.
4. Individuals not satisfied with the written decision of the Superintendent may further appeal the complaint to the Harford County Board of Education. The appeal must be filed in writing and received within thirty (30) calendar days of the Superintendent's decision.

Filing a Complaint with the Federal Government

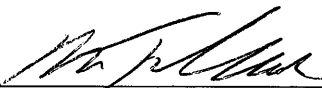
1. Anyone who believes that an educational institution that received federal financial assistance has discriminated against someone on the basis of race, color, national origin, sex, disability, or age may file a complaint. The person or organization filing the complaint need not be a victim of the alleged discrimination, but may complain on behalf of another person or group. Complainants may file a complaint with the Office of Civil Rights (OCR) online at the following website:

<http://www.ed.gov/ocr/complaintprocess.html>.

Complaint Procedures for Private Schools Participating in Title I, Part A

The Complaint Process for Participation of Private School children is the same process as listed above.

Approved By:



Robert M. Tomback, Ph.D.
Superintendent of Schools

PROCEDURE

Procedure Action Dates		
ACTION DATE	ACTION DATE	ACTION DATE

Responsibility for Procedure Maintenance & References		
LAST EDITOR/DRAFTER NAME: Brad Palmer	JOB POSITION OF LAST EDITOR/DRAFTER: Supervisor - Title I, Part A	
PERSON RESPONSIBLE: Brad Palmer	JOB POSITION OF PERSON RESPONSIBLE: Supervisor - Title I, Part A	
DESIGNEE NAME: Thomas Webber	DESIGNEE POSITION: Assistant Supervisor - Title I, Part A	
REFERENCE 1 TYPE:	REFERENCE 1 NO.	REFERENCE 1 DESCRIPTION:
REFERENCE 2 TYPE:	REFERENCE 2 NO.	REFERENCE 2 DESCRIPTION:
REFERENCE 3 TYPE:	REFERENCE 3 NO.	REFERENCE 3 DESCRIPTION:
REFERENCE 4 TYPE:	REFERENCE 4 NO.	REFERENCE 4 DESCRIPTION:
REFERENCE 5 TYPE:	REFERENCE 5 NO.	REFERENCE 5 DESCRIPTION:
PROCEDURE NUMBER PRIOR TO NOVEMBER 1, 2005:		