

Fordland R-III Schools
Standard Complaint Resolution Procedure
For No Child Left Behind Programs

File: CI
Basic

This complaint resolution procedure applies to all programs administered by the 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, misapplies, 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 will provide specific details of the situation and indicate the law or regulation that is allegedly being violated, misapplied, or misinterpreted.

The written, signed complaint (forms available in central office) must be filed and the resolution pursued in accordance with local district policy. **Upon the receipt of a written complaint the Superintendent or his representative, shall investigate the complaint and shall provide an opportunity, if so requested, for the complainant or the complainant's representative or both to present evidence, including an opportunity to question parties involved. Within 30 (thirty) days of the date of the receipt of the written complaint, (unless an extension is granted) the person authorized to receive complaints shall provide a written decision regarding the complaint to all parties involved.**

Although no member of the community shall be denied the right to petition the Board of Education for redress of a grievance, the complaints will be referred through the proper administrative channels for solution before investigation or action by the Board. Exceptions are complaints that concern Board actions or Board operations only.

The Board advises the public that the proper channeling of complaints involving instruction, discipline, or learning materials is as follows:

1. Teacher
2. Principal
3. Appropriate Central Office Administrator, e.g. Assistant Superintendent or Director of Student Services, Assistant Superintendent or Director of Personnel, Assistant Superintendent or Director of Curriculum and Instruction
4. Superintendent
5. Board of Education

Any complaint about school personnel will be investigated by the Administration before consideration and action by the Board.

If the issue cannot be resolved at the local level, the complainant may file a complaint with the Missouri Department of Education. If there is not 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 persons directly affected by the actions of the Department may file a similarly written complaint if they believe state or federal laws or regulations have been violated, misapplies, 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.

Adopted: September 21, 2006, January 17, 2008
Fordland Board of Education, Fordland Missouri