

## **Title I Complaint Procedures**

1. The Board of Education of the School District recognizes the need to provide for the orderly resolution of any complaint arising out of purported violation or inappropriate application of school district policies or administrative rules and regulations, state or federal laws related to P.L. 95-561, Section 128.
  2. Complaint – A contention by a recognized parent advisory council(s), parents, teachers, or individuals.
  3. Time Limits – It is desirable to process complaints as rapidly as possible.
  4. Persons officially involved are grievant(s), his/her representative(s), district administrators, and the district’s representatives(s).
1. General Procedures
    - a. These procedures shall be processed as rapidly as possible. The number of days indicated for settlement or appeal at each level are a maximum. Failure of the district to respond within the time limits herein set out entitle the grievant(s) to proceed to the next level.
    - b. All parties in interest have a right to consultants or representative of their own choosing at each level of these complaint procedures.
    - c. Failure at any level of this procedure by the aggrieved to appeal a complaint to the next level within the specified time limits shall be deemed to be acceptance of the decision rendered at that level.
    - d. All documents, communications, and records of complaint will be filed in the School District Office at 500 Monroe Street, Medford, in the Superintendent’s Office.
    - e. In the course of investigating any complaint, representatives of either party in interest who need to contact an employee or student in school will contact the building supervisor of the building being visited and will state the purpose of the visit immediately upon arrival and secure permission therefore, provided permission shall not be unreasonably withheld.
    - f. Every effort will be made by all parties to avoid interruption of classroom and/or any other school-sponsored activities.
    - g. Every effort will be made by all parties to avoid the unnecessary involvement of students in the complaint procedure.
    - h. Each complaint must be initiated within ten (10) days after the first occurrence of the cause for the complaint.
    - i. Complainants have the right to counsel, at their own expense, at all levels of complaint hearings.
    - j. The filing of a written grievance will be deemed an election of remedies, and the grievant(s) will be deemed to have waived any other remedy, action, or suit arising from the acts or omissions complained of.

## 2. Levels of Complaint

### **Level One - Informal**

The complaint shall be required to first discuss his/her complaint with the principal of the school concerned, either individually or through a representative, or accompanied by a representative, with the objective of resolving the matter informally. The principal will furnish a copy of this grievance procedure to the grievant.

### **Level Two - Formal**

If the complainant is not satisfied with the disposition of his/her informal complaint, he/she may file a written complaint with the superintendent within ten (10) days following the act or condition which is the basis of his complaint or, if the aggrieved had no knowledge of said occurrence at the time of its happening, then within ten (10) days of first such knowledge. This complaint shall set forth all grounds upon which the complaint is based, the policy or regulation deemed to have been violated, the reasons why the aggrieved considers the action is unacceptable, and the relief requested.

The superintendent must hear the complaint within ten (10) days after receiving it. The superintendent must provide the parties in interest written notice of the time and place at least five (5) days prior to the hearing.

Within five (5) days of hearing the appeal, the superintendent shall communicate to the aggrieved and other parties present at the hearing his/her written decision.

If the complainant is not satisfied with the decision of the superintendent, he/she may file a written appeal with the superintendent within five (5) days from the receipt of the superintendent's decision. The appeal shall state all of the complainant's reasons for appealing the decision of the superintendent and request appeal to Level Three, School Board.

### **Level Three - School Board**

Within five (5) days of the receipt of the appeal, the School District's Board of Education will notify all official parties of a hearing to be held within ten (10) days of the receipt of the appeal. The Board of Education shall hear arguments of the superintendent and the complainant.

Within five (5) days following the hearing, the School Board of Education shall render a decision in writing to all parties.

### **Level Four - State Department of Education**

Upon receipt of notification by the Title I ESEA Department of the State Department of Education of the complainant's request for a hearing at that level, the District may furnish that agency with copies of all reports, testimony, decisions, and resolutions. Expenses incurred by the complainant shall be borne by the complainant in his/her appeal to the State Department of Education.