

Title I Complaint Resolution Policy

Introduction

The Every Student Succeeds Act (ESSA) 2015 legislation requires State Educational Agencies (SEAs) to adopt written procedures for “receiving and resolving any complaint alleging violations of the law in administration of programs.” In accordance with this legislative requirement, the New York State Education Department has also required Local Educational Agencies (LEAs) to adopt written procedures for resolving complaints filed.

Any public school parent or teacher or any other interested party may file a complaint regarding Bath Central School District’s administration and implementation of its ESEA Title I Grant or Academic Intervention Services for students identified under Commissioner’s Regulations Par 100.

All complaints must:

- Be in written form;
- Be signed by the person or agency representative filing the complaint;
- Specify the requirement of law or regulation being violated and the related issue, problem, and/or concern;
- Contain information/evidence supporting the complaint;
- State the nature of the corrective action desired.

Complaints should be sent to:

Director of Educational Services
 Bath Central School District
 25 Ellas Avenue
 Bath, NY 14810

Upon receipt of the complaint:

- 1) The Director of Educational Services will issue a letter of acknowledgement to the complainant that contains the following information:
 - The date the District received the complaint;
 - How the complainant may provide additional information;
 - A statement of the ways in which the District may investigate the complaint;
 - The District's commitment to issue a resolution to the complaint.
- 2) **Notice to School** – The Director of Educational Services will notify the Superintendent and 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 Director of Educational Services, along with the Superintendent, will determine whether further investigation is necessary. If necessary, the Director of Educational Services and the Superintendent may do an onsite investigation at the school.

- 4) **Opportunity to Present Evidence** – The Director of Educational Services may provide for the complainant and the Principal to present evidence.
- 5) **Report and Recommended Resolution** – Once the Director of Educational Services has completed the investigation and the taking of evidence, a Letter of Findings will be prepared with a recommendation for resolving the complaint. This will give the name of the party bringing the complaint, the nature of the complaint, and a summary of the investigation. If the Director of Educational Services determined that a violation occurred, the letter will include the recommended resolution and the reasons for the recommendation.
If the Director of Educational services concludes no violation of law or regulation has occurred, attempts will be made to resolve or negotiate the programmatic concern. The Letter of Findings will then include Findings of Facts and reasons for the District’s final decision.

Copies of the Letter of Findings will be issued to all parties involved. Any recommended resolution(s) will become effective upon issuance of the Letter of Findings.

- 6) **Follow up** – The Director of Educational Services and the Superintendent will ensure that the resolution of the complaint is implemented.
- 7) **Time Limit** – The period between the Director of Educational Services receiving the complaint and resolution of the complaint shall not exceed sixty (60) calendar days.
- 8) All complaints and responses will be kept on file in the office of the Director of Educational Services.
- 9) **Right to Appeal** – Complainants not satisfied with the findings/remedy of the District may elect to appeal to the New York State Education Department within 20 days of receipt of the District’s response to the original complaint.

New York State Education Department
Title I School & Community Services Office
Room 320 EB
89 Washington Avenue
Albany, NY 12234

Those dissatisfied with the State Education Department's complaint resolution may file an appeal to the United States Department of Education:

United States Department of Education
Compensatory Education Programs
400 Maryland Avenue, S.W.
Room 3W230, FOB #6
Washington, D.C. 20202-6132

For further information on filing a complaint or appealing a decision made in response to a complaint, interested parties may access the NYSED Title I complaint website at

<http://www.p12.nysed.gov/accountability/T1/complaintappeals.htm>