

**Title I Complaint Process
Career and Success Academies**

Part 1: A complaint may be filed by parents, teachers, administrators, or other concerned individuals or organizations.

- (A) Complaints originating from CASB or SASB will not be filed with the IDOE until every effort has been made to resolve the issue through local written complaint procedures.
- (B) Complaints to CASB or SASB shall provide, in writing, the facts on which the complaint is based, and must be signed. Complaints may be faxed or mailed. Persons making written complaints shall register such complaints with the Assistant Superintendent, Sam Ells.

Part 2: Upon Receipt of a complaint.

- (A) SASB and CASB principals will issue a letter of acknowledgement to the complaint that contains the following information:
 - a. The date that CASB or SASB received the complaint
 - b. How the complaint may provide additional information
 - c. A statement of the way in which either CASB or SASB may investigate the complaint
 - d. CASB or SASB's commitment to issue a resolution in the form of a *Letter of Findings*

A copy of the acknowledgement letter will be sent to the Superintendent, Assistant Superintendent and principals, along with the copy of the complaint.

- (B) The Assistant Superintendent will be the complaint investigator
- (C) The Complaint Investigator will:
 - a. Carry out an independent on-site investigation. CASB or SASB determines that such an investigation is necessary.
 - b. Review all relevant information and make an independent determination as to whether the public agency has complied with the federal program(s) in question.
 - c. Issue a complaint investigation report, entitled *Letter of Findings*, to the complaint that addresses each allegation in the complaint and contains Findings and Facts, Conclusions, and Corrective Actions (with a specific timeline) where warranted, as well as the reasons for the CASB or SASB decisions.
- (D) Where there are exceptional circumstances present with regard to a particular complaint, an extension of time can be granted to complete the investigation. The extensions may only be granted after review by the principals in which the affected program is located.

Part 3: When investigating complaints concerning CASB or SASB Title I programs, the Complaint Investigator will notify the complainant of the procedures being followed to investigate the complaint and provide complainant an appropriate opportunity to review any corrective action CASB or SASB proposes to take.

Part 4: CASB and SASB will review and investigate complaints and complete the *Letters of Findings* within 60 calendar days of receipt of a complaint. Complainant(s) will be notified in writing, if exceptional circumstances exist requiring an extension of the 60-day time period as described in Part 2 (D). A complaint is considered resolved when either CASB or SASB has released the *Letter of Findings* and corrective action had been achieved, where warranted.

Part 5: For complaints filed and unresolved, a complainant may appeal the complaint resolution to the IDOE not later than 30 days from the date which the Complainant receives the *Letter of Findings*. The appeal must be accompanied by a copy of the Resolution and complete statement of the reasons supporting the appeal.