

## **TITLE I COMPLAINT PROCEDURES**

### **WITHIN THE QUILLAYUTE VALLEYSCHOOL DISTRICT**

One of the local school system requirements, as we provide services to eligible Title I children, is a "Complaint Procedure."

Quillayute ValleySchool District has established the following avenues for responding to complaints. Every effort is made to resolve issues and to answer inquires at the most direct and immediate level. This resolution is facilitated through regular contact between district staff and participating school representatives. If an issue cannot be satisfactorily resolved in this manner, a formal complaint procedure may be implemented. This complaint procedure is for students, parents, community members, or staff.

#### Steps to file a complaint:

- 1) A parent, student, employee, or district stakeholder who has a complaint regarding the use of federal NCLB funds and is unable to resolve the issue may address the complaint in writing to the District's Assistant Superintendent, Kyle Weakley, [kyle.weakley@qvschools.org](mailto:kyle.weakley@qvschools.org), in writing.
- 2) The District's Assistant Superintendent will investigate within one week the circumstances of the complaint and render a decision within two weeks, after receipt of the complaint.
- 3) The District's Assistant Superintendent will notify the complainant in writing of the resolution/decision.
- 4) The complainant will be allowed one week to respond to the decision before it becomes final.
- 5) The complainant will either accept or reject the decision and will provide such acknowledgment in writing, addressed to the District's Assistant Superintendent.
- 6) If the issue is not resolved by the District's Assistant Superintendent, the complaint will be forwarded to the Superintendent, who will investigate the circumstances of the complaint and will render a decision within two weeks of receiving the complaint.
- 7) The Superintendent will notify the complainant and the District's Assistant Superintendent in writing of the resolution/decision. The complainant will be allowed one week to respond to the decision in writing, addressed to the District's Superintendent.
- 8) If the issue is not resolved with the superintendent, the complaint will be forwarded to the District's School Board for further review. The parent or guardian or unaccompanied youth shall be provided with a written explanation of the decision including the rights of the parent, guardian, or youth to appeal the decision.
- 9) Homeless Students - Disputes addressing the enrollment, transportation, and other barriers to the education of children and youth experiencing homelessness are also addressed under this procedure. Parents, guardians, and unaccompanied youth may initiate the dispute resolution process by contacting the district's District Special Services Office, [traci.hurn@qvschools.org](mailto:traci.hurn@qvschools.org) Quillayute ValleySchool District, 411 S. Spartan Ave, Forks, WA 98331.
  - a. The parent or guardian or unaccompanied youth shall be provided with a written explanation of the school's decision including the rights of the parent, guardian, or youth to appeal the decision.
  - b. Students must be provided with all services for which they are eligible while disputes are resolved.

**WITH THE OFFICE OF THE SUPERINTENDENT OF PUBLIC INSTRUCTION**

The OSPI page that provides an overview of the citizen complaint process described fully in [Chapter 392-168 WAC Special Service Programs—Citizen Complaint Procedure for Certain Categorical Federal Programs](#).

**Citizen Complaint Against a School District, ESD or Other School Service Provider**

A citizen complaint is a written statement that alleges a violation of a federal rule, law or regulation or state regulation that applies to a federal program.

- Anyone can file a citizen complaint.
- There is no special form.
- There is no need to know the law that governs a federal program to file a complaint