



**SOUTH BEND COMMUNITY SCHOOL CORPORATION
TITLE I COMPLAINT RESOLUTION PROCEDURES
2020-2021**

Introduction

On December 10, 2015, President Obama signed a new Federal education law. This law, the Every Student Succeeds Act (ESSA), requires schools that receive federal Title I, Part A funding adopt written procedures for resolving complaints filed.

Definition - A “complaint” is a written, signed statement filed by an individual or an organization.

- Any public or non-public school parent, teacher, or other interested person or agency may file a complaint.

All complaints must begin at the school level:

- 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.

Complainants not satisfied with the findings/remedy at the school level may elect to appeal to the District level to the Department of Federal & Community Programs.

Appeals should be sent to:

South Bend Community School Corporation
Department of Federal & Community Programs
215 S. Martin Luther King Jr. Blvd.
South Bend, IN 46601

Contact:

Susan Henry
Director of Federal and Community Programs
Financial Services

Phone: 574-393-6037

Email: shenry2@sbcsc.k12.in.us

Web : www.sb.sch

Upon receipt of the complaint:

- The District 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.

The Director of Federal & Community Programs will investigate or designate a building administrator to investigate the complaint. The complaint investigator will:

- Carry out an independent onsite investigation of the complaint;
- Review all relevant information and make an independent determination as to whether the District has complied with the federal program's law or regulation in question;
- Issue a complaint investigation report, entitled *Letter of Findings*, to the complainant that addresses each allegation in the complaint and contains Findings of Fact, Conclusions and Corrective Actions as well as the reasons for the District's final decision.

If the investigator determines that a violation has occurred:

- There will be corrective action to return to compliance.

If the investigator concludes that no violation of law or regulation has occurred:

- Attempts will be made to resolve or negotiate the programmatic concern;
- A complaint investigation report, entitled *Letter of Findings*, will be issued to the complainant that addresses each allegation in the complaint and contains Findings of Fact, Conclusions and Corrective Actions as well as the reasons for the District's final decision.

The period between the Director of Federal & Community Programs receiving the complaint and resolution of the complaint shall not exceed thirty (30) calendar days. All complaints and responses will be kept on file in the office of the Director of Federal & Community Programs.

Complainants not satisfied with the findings/remedy made by the District may elect to appeal to the Indiana Department of Education.

Appeals should be sent to:

Indiana Department of Education
South Tower, Suite 600,
115 W. Washington Street
Indianapolis, IN 46204

Contact:

Nathan Williamson
Director of Title Grants and Support
(317) 232-6671
nwilliamson@doe.in.gov

The IDOE Office of Title Grants and Support oversees federal and state grants and provides technical assistance and professional development to local education agencies as they implement grant programs in their local contexts. The Office of Title Grants and Support aims to strengthen education programs statewide by ensuring compliance with all state and federal grant requirements and supporting schools as they strive to meet the needs of all students in the state.

When a complaint is filed, the SEA has 45 days to resolve the complaint.

Public schools dissatisfied with IDOE Office of Title Grants and Support's complaint resolution may file an appeal to the United States Department of Education:

Assistant Secretary for Elementary and Secondary Education
U.S. Department of Education ^[1]_[SEP]
400 Maryland Avenue SW
Washington, DC 20202

The State's resolution may be appealed to the U.S. Department of Education's Secretary not later than 30 days after the SEA resolves the complaint or fails to do so within the 45 day time limit. The appeal shall be accompanied by a copy of the SEA's resolution, and if there is one, a complete statement of the reasons supporting the appeal. The Secretary has delegated authority to administer ESEA programs to the assistant secretary for elementary and secondary education appeal complaint resolution. The assistant secretary shall investigate and resolve the appeal not later than 90 days after receipt of the appeal. ^[1]_[SEP]

NON-PUBLIC SCHOOL COMPLAINTS

For non-public schools dissatisfied with the findings/remedy made by the District may elect to appeal to the Indiana Department of Education's Ombudsman to mediate a positive resolution.

The Indiana Department of Education's (IDOE) Office of Title Grants and Support team serves as the lead in providing technical assistance to public and non-public school officials regarding equitable services. This ensures issues are resolved in a proactive manner before the non-public school official files a formal complaint.

The Ombudsman works in partnership with the Office of Title Grants and Support, so if issues still exist because an agreement can't be met between the non-public school official and the public school official during technical assistance, a formal complaint can be filed with the Ombudsman to mediate a positive resolution who:

- ☑ Addresses questions and concerns from non-public school officials and public school administrators regarding the provision of equitable services under Titles I and VIII;
- ☑ Serves as the primary point of contact for responding to and resolving any formal complaints regarding equitable services that the SEA receives under its ESEA complaint procedure.

The template for the *Letter of Complaint to the Ombudsman* is posted on the Indiana Department of Education's website.

When a complaint is filed, the SEA has 45 days to respond to the complaint.

Contact:

Andrew Mazur
Title I Grants Specialist/Ombudsman
(317) 232-9150
amazur@doe.in.gov

Non-public schools dissatisfied with the IDOE Ombudsman 's resolution may file an appeal to the United States Department of Education:

Assistant Secretary for Elementary and Secondary Education
U.S. Department of Education ^[1]_[SEP]
400 Maryland Avenue SW
Washington, DC 20202
OESE@ed.gov and ONPE@ed.gov

The State's resolution may be appealed to the U.S. Department of Education's Secretary not later than 30 days after the SEA resolves the complaint or fails to do so within the 45 day time limit. The appeal shall be accompanied by a copy of the SEA's

resolution, and if there is one, a complete statement of the reasons supporting the appeal. The Secretary has delegated authority to administer ESEA programs to the assistant secretary for elementary and secondary education appeal complaint resolution. The assistant secretary shall investigate and resolve the appeal not later than 90 days after receipt of the appeal. ^[1]_[SEP]

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