



Complaint Procedures for Elementary and Secondary Education Act Programs and Grants

I. INTRODUCTION

The Every Student Succeeds Act (ESSA) legislation requires Local Educational Agencies (LEAs) 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, in accordance with this legislation, Friendship PCS has adopted the following written procedures for resolving complaints filed.

II. GROUNDS FOR COMPLAINT

Any individual, organization, or agency (“complainant”) may file a complaint with Friendship Public Charter School if that individual, organization, or agency believes and alleges that Friendship PCS is violating a federal statute or regulation that applies to a program under the Title I, Part A of the Elementary and Secondary Education Act of 1965 (ESEA). The complaint must allege a violation that occurred not more than 90 working days prior to the date that the complaint is received, unless a longer period is reasonable because the violation is considered systemic or ongoing.

III. APPLICABILITY/AFFECTED PROGRAMS

The complaint procedure described in this policy applies to complaints arising from and related to the following ESEA programs as they are administered in the District of Columbia:

- Title I, Part A: Improving Basic Programs Operated by Local Educational Agencies
- Title I, Part D: Prevention and Intervention Programs for Children and Youth Who are Neglected, Delinquent, or At-risk
- Title II, Part A: Improving Teacher Quality
- Title II, Part B: Mathematics and Science Partnerships
- Title III, Part A: English Language Acquisition, Language Enhancement, and Academic Achievement Act
- Title IV, Part B: 21st Century Community Learning Centers
- Title V, Part B: Public Charter School Programs
- Title V, Part D: Fund for the Improvement of Education (Teacher Incentive Fund)
- Title VI, Part A: Grants for State Assessments
- Title VIII: Impact Aid
- Competitive, state-administered U.S. Department of Education grants

IV. DEFINITIONS

“Complaint” shall be defined as a signed, written statement by an individual, group of individuals or organization which alleges that a local educational agency or the state educational agency has violated a requirement of federal law that applies to No Child Left Behind Act of 2001 (P.L. 107-110) or another federal grant program listed above. A complaint must be made in writing and signed by the complainant and must include the following:

- A statement that Friendship Public Charter School has violated a requirement of a Federal statute or regulation that applies to an applicable program.
- The date on which the violation occurred.
- The facts on which the statement is based and the specific requirement allegedly violated (include citation to the Federal statute or regulation).
- A list of the names and telephone numbers of individuals who can provide additional information.
- Whether a complaint has been filed with any other government agency, and if so, which agency.
- Copies of all applicable documents supporting the complainant’s position.
- The address of the complainant.
- The complaint must allege a violation that occurred not more than 90 working days prior to the date that the complaint is received, unless a longer period is reasonable because the violation is considered systemic or ongoing.
- Complaints that have been received via facsimile or email will not be accepted, as the document does not provide an original signature.
- “Complainant” shall be defined as public agencies, teachers, administrators, parents, or other individuals and organizations.

V. COMPLAINT RESOLUTION PROCEDURES

REFERRAL-Complaints against Friendship Public Charter School or any of its campuses or programs should be referred to the Office of the Chief of Staff at the following address:

Office of the Chief of Staff
Friendship Public Charter School
1400 First St., NW, Suite 300
Washington, DC 20001

LETTER OF ACKNOWLEDGEMENT - Within ten (10) business days of receipt of the complaint, Friendship Public Charter School will issue a Letter of Acknowledgement to the complainant that contains the following information:

- The date the System received the complaint.
- How the complainant may provide additional information.
- Any other pertinent information

OPPORTUNITY TO PRESENT EVIDENCE – The Chief of Staff may, in his or her discretion, provide opportunities for the complainant to present evidence.

INVESTIGATION- the Office of the Chief of Staff will thoroughly investigate the complaint. Once the investigation is completed, a report will be prepared with a recommendation for resolving the complaint. The report will give the name of the party bringing the complaint, the nature of the complaint, a summary of the investigation, the recommended resolution and the reasons for the recommendation. Copies of the report will be issued to all parties involved. The recommended resolution will become effective upon issuance of the report.

FOLLOW UP – The Chief Executive Officer will ensure that the resolution of the complaint is implemented.

TIME LIMIT – The period between the Office of the Chief of Staff receiving the complaint and resolution of the complaint shall not exceed sixty (60) calendar days unless “exceptional circumstances” justify an extension of the time limit. For the purposes of these procedures, the term “exceptional circumstances” means circumstances related to school closings, the volume of information/documentation submitted for review, the complexity of the issues, or the need for legal consultation. The amount of time to be granted for an exceptional circumstance shall be determined on an individual case basis. Timelines shall not be extended for refusal or failure by the public agency to cooperate with the complaint investigation

RIGHT TO APPEAL – Either party may appeal the final resolution to the Office of the State Superintendent of Education. Appeals should be addressed as follows:

Office of the State Superintendent of Education
c/o Assistant Superintendent of Elementary and Secondary Education
810 First Street, NE, 5th Floor Washington, DC 20002