



Enlarged City School District

"Committed to Excellence"

Kaufman Center
1 Valley View Dr.
Cortland, NY 13045
Phone: 607-758-4100
Fax: 607-758-4128
www.cortlandschools.org

Superintendent

Michael J. Hoose

Board of Education

Melissa Davis-Howard
President

Janet S. Griffin
Vice-President

Christine A. Gregory

Judith E. Murphy

John A. Natoli, Jr.

Peter L. Rogoff

Alane M. Van Donsel

COMPLAINT AND APPEAL PROCEDURES

As required by Title XIV, General Provisions of the Elementary and Secondary Education Act (ESEA), the New York State Education Department (NYSED) has adopted the following procedures for receiving and resolving complaints and for reviewing appeals from decisions of Local Education Agencies (LEAs). Complaints concerning violations of ESEA Title I, Parts A, C, and D, or of the General Education Provisions Act; or of Section 100.2(ee) Academic Intervention Services of the Regulations of the Commissioner are covered by these procedures.

Local education agencies (LEAs) must disseminate free of charge, adequate information about the State Complaint and Appeal Procedures to parents of students, and appropriate private school officials or representatives. [General Provisions Regulations, 34 CFR Sections 299.10-299.12]

PROCEDURES FOR FILING COMPLAINTS/APPEALS WITH A LOCAL SCHOOL DISTRICT

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

WHAT MUST A COMPLAINT CONTAIN?

All complaints must:

be written;

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 the concern;

contain information/evidence supporting the complaint; and

state the nature of the corrective action desired.

WHAT MUST AN APPEAL FROM A DISTRICT/LEA'S RESPONSE CONTAIN?

An appeal must contain:

a copy of the original signed complaint (see I-B);

a copy of the local school district's response to the original complaint or a statement that the school district failed to respond in 30 business days.

In New York City, a copy of the local school district and the Department of Education's response to the original complaint or a statement that the Department of Education failed to respond within 30 business days; and

a statement identifying those parts of the local school district's response which the party wishes to appeal.

WHERE SHOULD A COMPLAINT/APPEAL TO THE LEA BE SENT?

Complaints/appeals regarding the district's administration and implementation of its ESEA Title I Grant or Academic Intervention Services for students identified under Commissioner's Regulations Part 100 should be sent first to the School Superintendent of the district against whom the complaint is made. The LEA has a 30 business day period in which to resolve a complaint.

PROCEDURES FOR FILING COMPLAINTS/APPEALS WITH THE NEW YORK STATE EDUCATION DEPARTMENT

The State Education Department will review complaints when the complaint pertains to:

The State's administration of the ESEA Title I Basic Grant, Migrant Education, or Neglected or Delinquent Program

an appeal from the decision of a local school district regarding an action by the LEA.

Note: Complaints which do not meet any of the above criteria, including complaints concerning the LEA's administration of its Title I Program, will be referred for possible resolution to the local school district against whom the complaint is made.

WHAT TIMELINES PERTAIN TO THE STATE EDUCATION DEPARTMENT'S REVIEW OF COMPLAINTS/APPEALS FROM AN LEA ACTION?

Within 60 business days of the receipt of the complaint/appeal, the Department staff will complete an on-site review (if necessary) and/or records examination and will notify all parties of its findings. An extension of the 60-day complaint resolution period is permitted under CFR Part 299.11 (b), for exceptional circumstances.

WHERE SHALL COMPLAINTS OR APPEALS TO THE STATE EDUCATION DEPARTMENT BE SENT?

Complaints/appeals regarding New York City local school districts/schools should be sent to:

For Title I:

**New York State Education Department
Office of School Improvement and Community Services (NYC)
55 Hanson Place, Room 584
Brooklyn, NY 11217**

HOW LONG DOES A PUBLIC OR NONPUBLIC TEACHER, PARENT, OR AGENCY HAVE TO FILE AN APPEAL FROM THE DECISION OF A LOCAL SCHOOL DISTRICT/NEW YORK CITY DEPARTMENT OF EDUCATION?

An appeal must be requested and postmarked within 20 business days of receipt of the LEA's response to the original complaint.

WHO SHALL CONDUCT THE REVIEW OF COMPLAINTS OR APPEALS?

The Title I representative in the NYSED office who is assigned as the program manager for the district against which the complaint is made and such other Department staff as may be appropriate shall conduct the review of complaints or appeals.

WHAT SHALL THE STATE EDUCATION DEPARTMENT'S RESPONSE TO THE COMPLAINT CONTAIN?

The Department's response shall contain:

- the names of persons interviewed;
- the records or other evidence examined;
- relevant dates/times/locations/events;
- summary of findings; and
- nature of corrective action to be taken including applicable timelines.

HOW WILL NYSED STAFF MONITOR THE TIMELY AND APPROPRIATE IMPLEMENTATION OF THE CORRECTIVE ACTIONS CALLED FOR IN THE COMPLAINT/APPEAL RESOLUTION?

Failure of the local school district to take corrective action within the time period stipulated in the complaint resolution shall be cause to withhold all, or a portion of, the ESEA Title I allocation to the district.

DOES NYSED MAINTAIN A RECORD OF ALL COMPLAINTS/APPEALS?

Yes. Copies of correspondence, related documents, investigative reports, and summary reports involved in the complaint/appeal resolution will be maintained at the New York State Education Department for five years. Records will be made available to interested parties in accordance with the provisions of the New York State Freedom of Information Law (Public Officers Law Sections 84-89).

WHAT SHALL CONSTITUTE EXCEPTIONAL CIRCUMSTANCES FOR EXTENDING THE 60-DAY LIMIT FOR NYSED REVIEW OF COMPLAINTS AND APPEALS FOR RELIEF FROM AN LEA ACTION?

The Department has determined that exceptional circumstances may include, but need not be limited to, such occurrences as:

- illness of involved parties;
- cancellation of scheduled on-site reviews due to unscheduled school closings;

the need for extended review activities beyond those specified in the written notification; and/or

any other mutual agreement to changes in review scope or activity.

When exceptional circumstances are identified, the revised date for the completion of the complaint review will be provided in writing to all parties involved in the complaint or appeal.

All parties to the complaint have the right to initiate a request for an extension beyond the 60 business day complaint resolution period based on exceptional circumstances. All such requests must be presented to the State Education Department.

PROCEDURES FOR ADJUDICATING APPEALS FROM THE DECISION OF THE STATE EDUCATION AGENCY

MAY A PERSON/AGENCY DISSATISFIED WITH THE STATE EDUCATION DEPARTMENT'S COMPLAINT RESOLUTION FILE AN APPEAL?

Yes, parties dissatisfied with the State Education Department's complaint resolution may file an appeal directly with the United States Department of Education at:

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