

COMPLAINT RESOLUTION

This complaint resolution procedure applies to all programs administered by the Department of Elementary and Secondary Education. A complaint is a formal allegation that a specific federal or state law or regulation has been violated, misapplied, or misinterpreted by school district personnel or by Department of Education personnel.

Any parent or guardian, surrogate parent, teacher, administrator, school board member, or other person directly involved with an activity, program or project operated under the general supervision of the Department may file a complaint. Such a complaint must be in writing and signed; it will provide specific details of the situation and indicate the law or regulation that is allegedly being violated, misapplied, or misinterpreted.

The written, signed complaint must be filed and the resolution pursued in accordance with local district policy: **If a student or parent has a concern about a school policy or an employee, the following procedure should be followed in order to solve the problem as quickly as possible.**

- 1. Contact the person who you have a complaint about and discuss it with him/her.**
- 2. If the problem still exists, contact the principal.**
- 3. If the issue is still unresolved, contact the superintendent.**
- 4. If not resolved at that point ask the superintendent to be placed on the agenda for the next school board meeting to discuss the issue with school board members.**

If the issue cannot be resolved at the local level, the complainant may file a complaint with the Missouri Department of Education. If there is no evidence that the parties have attempted in good faith to resolve the complaint at the local level, the Department may require the parties to do so and may provide technical assistance to facilitate such resolution.

Any person directly affected by the actions of the Department may file a similarly written complaint if they believe state or federal laws or regulations have been violated, misapplied, or misinterpreted by the Department itself.

Anyone wishing more information about his procedure or how complaints are resolved may contact local district or Department personnel.

Thank you for allowing us the opportunity to teach your children!

