

POLICY

2010

Community Relations

TITLE I COMPLAINTS AND APPEALS

The Catskill Central School District recognizes any public or nonpublic school parent/guardian, teacher or agency may file a complaint regarding Title I program services. The District shall ensure all complaints are addressed in accordance with the following procedures.

- a. All complaints are to be in writing, signed and submitted to the Superintendent or designee, including the name and/or school, specification of issue or concern, supporting evidence of complaint and the desire corrective action.
- b. An investigation shall be conducted by the Superintendent or designee with the relevant parties to determine a fair and appropriate course of action.
- c. A written response to the complaint shall be made and sent to the complainant within thirty (30) business days.
- d. If the complaint is not resolved to the satisfaction of the complainant within thirty (30) business days, the complainant has the right to send the complaint to the New York State Education Department, Office of Title 1 School and Community Services, Room 365 EBA, 89 Washington Avenue, Albany, NY 12234 within twenty (20) business days of the District's response to the original complaint.
- e. If any party is dissatisfied with the State Education Department's complaint resolution, they may file an appeal directly with the United States Department of Education's Compensatory Education Program Office, 400 Maryland Avenue, SW, Room W 230, FOB #6, Washington, DC 20202-6132.
- f. Any appeal must contain a copy of the original signed complaint, a copy of the District's response to the original complaint or a statement that the District failed to respond within thirty (30) business days.
- g. All complaints and related documents or reports involved in the process will be maintained by the District's Human Resources Department for five (5) years. Records will be made available in accordance with the New York State Freedom of Information Law.

Ref: Section 100.2(ee), Regulations of the Commissioner of Education
Section 9304(a)(3)(c) of Elementary & Secondary Education Act

Cross-ref: Policy #1900 - Title I Parental Involvement Policy

Adopted: June 30, 2010