

PROCEDURE TITLE: TITLE 1, PART A – COMPLAINT PROCEDURE		
ADOPTION/EFFECTIVE DATE: JULY 1, 2011	MOST RECENTLY AMENDED:: JUNE 20, 2016	MOST RECENTLY REAFFIRMED:
POLICY/PROCEDURE MANUAL SUMMARY CATEGORY:		

HCPS PROCEDURE FOR ENSURING PROMPT RESOLUTION OF COMPLAINTS OF VIOLATIONS OF TITLE 1, PART A

I. Purpose

The purpose of this procedure is to adopt written criteria for the receipt and resolution of complaints alleging violations of Title 1, Part A in the administration of the program.

II. Definitions

1. **Title 1** means 20 U.S. Code section 6311-6339.
2. **Complaint** means a statement which alleges a violation of Title I.

III. Procedures

1. The complaint shall be in writing and addressed to the HCPS Title 1 Supervisor.
 - a. The complaint shall contain the following:
 - The name of the complainant and contact information
 - The nature of the complaint (the specific violation of the administration of the Title 1, Part A program).
2. The HCPS Title 1 Supervisor shall maintain a complaint log. The log shall include the following:
 - a. The name of the complainant
 - b. The receipt date of the complaint
 - c. The log-in number assigned to the complaint for tracking purposes

- d. The name of the staff member to whom the complaint shall be referred (if applicable).
 - e. The date of the response to the complaint.
3. The HCPS Title 1 Supervisor shall respond to the complaint within thirty (30) working days upon receipt of the complaint.
 4. The HCPS Title 1 Supervisor shall maintain a copy of the complaint, log, and response on file in the district office.

Filing an Appeal with HCPS

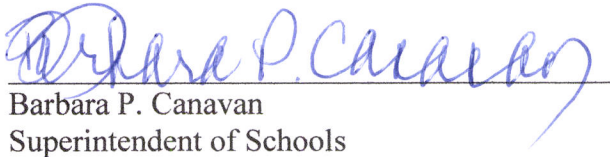
1. Individuals not satisfied with the written decision of the HCPS Title 1 Supervisor or who have not received a reply to their formal complaint within the specified time period may appeal the complaint in writing to the HCPS Executive Director of Curriculum, Instruction and Assessment. The appeal shall be filed in writing and received within fifteen (15) calendar days of the HCPS Title 1 Supervisor's decision or the date when a response was to have been made.
2. The HCPS Executive Director of Curriculum, Instruction and Assessment shall respond to the appeal using a timeline and procedures similar to the procedures followed by the HCPS Title 1 Supervisor including: (a) the option of arranging a hearing within ten (10) business days of receipt of the appeal; and (b) providing a written decision within ten (10) business days following the appeal hearing, if held. When the issue appealed is unusually complicated, an additional twenty (20) business days may be taken by the HCPS Executive Director of Curriculum, Instruction and Assessment in order to fully investigate the matter. Upon reaching a decision, the HCPS Executive Director of Curriculum, Instruction and Assessment shall provide a written response to the complainant.
3. Individuals not satisfied with the written decision of the HCPS Executive Director of Curriculum, Instruction and Assessment may further appeal the complaint to the Superintendent. Once the decision of the HCPS Executive Director of Curriculum, Instruction and Assessment has been received, the appeal shall be filed in writing and received within fifteen (15) calendar days of that decision. The Superintendent shall research and evaluate the appeal and issue a written decision within twenty (20) business days.
4. Individuals not satisfied with the written decision of the Superintendent may further appeal the complaint to the Harford County Board of Education. The appeal shall be filed in writing and received within thirty (30) calendar days of the Superintendent's decision.

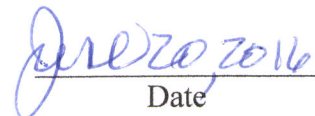
Filing a Complaint with the Federal Government

1. Anyone who believes that an educational institution that received federal financial assistance has discriminated against someone on the basis of race, color, national origin, sex, disability, or age may file a complaint. The person or organization filing the complaint need not be a victim of the alleged discrimination, but may complain on behalf of another person or group. Complainants may file a complaint with the Office of Civil Rights (OCR) online at the following website:
<http://www.ed.gov/ocr/complaintprocess.html>.

Complaint Procedures for Private Schools Participating in Title 1. Part A The Complaint Process for Participation of Private School children is the same process as listed above.

Approved By:


Barbara P. Canavan
Superintendent of Schools


Date

PROCEDURE

Procedure Action Dates					
ACTION		DATE		ACTION DATE	
Adopted	07/01/2011				
Revised	06/20/2016				

Responsibility for Procedure Maintenance & References	
LAST EDITOR/DRAFTER NAME: Brad Palmer	JOB POSITION OF LAST EDITOR/DRAFTER: Supervisor – Title 1, Part A
PERSON RESPONSIBLE: Brad Palmer	JOB POSITION OF PERSON RESPONSIBLE: Supervisor – Title 1, Part A
DESIGNEE NAME: Thomas Webber	DESIGNEE POSITION: Assistant Supervisor – Title 1, Part A
PROCEDURE NUMBER PRIOR TO NOVEMBER 1, 2005:	

LEGAL REFERENCES¹

References are set forth in the Procedure.

¹ All references are to specific federal or Maryland statutes or regulations. References are provided for convenience and informational purposes only and are not to be considered as exhaustive or as precluding Harford County Public Schools from relying upon any other statutes or regulations in support of a policy.