

Revised July 8, 2020

### **Complaint Policy for Federal Programs**

A parent, student, employee, or district stakeholder who has a complaint regarding the use of federal ESEA funds and is unable to solve the issue, may address the complaint in writing to the district's superintendent.

Disputes addressing the enrollment, transportation (including inter-district disputes), and other barriers to the education of children and youth experiencing homelessness are also addressed under this procedure.

Parents, guardians, and unaccompanied youth may initiate the dispute resolution process directly at the school they choose, as well as at the district or district's homeless liaison's office. The parent or guardian or unaccompanied youth shall be provided with a written explanation of the school's decision including the rights of the parent, guardian, or youth to appeal the decision. Students should be provided with all services for which they are eligible while disputes are resolved.

- The superintendent will investigate, within one week, the circumstances of the complaint and render a decision, within two weeks, after receipt of the complaint.
- The superintendent will notify the complainant of the decision in writing.
- The complainant will be allowed one week to react to the decision before it becomes final.
- The complainant will either accept or disagree with the decision and will provide such acknowledgment in writing, addressed to the district superintendent.

If the issue is not resolved with the superintendent, the complaint will be forwarded to the School Board for further review. The parent or guardian or unaccompanied youth shall be provided with a written explanation of the district's decision including the rights of the parent, guardian, or youth to appeal the decision.

Unresolved complaints may be forwarded by the stakeholder to the South Dakota Department of Education for review. (Consult SD Department of Education Complaint Procedure)

**South Dakota Department of Education  
Education of Homeless Children and Youth  
Complaint Processing Form**

*Please fill out as completely as possible.*

Date Call received: \_\_\_\_\_ Time Call received: \_\_\_\_\_

Name of caller: \_\_\_\_\_

Phone number where caller can be reached: \_\_\_\_\_

**Name of student(s) involved:** \_\_\_\_\_

Birthday of student(s) involved: \_\_\_\_\_ Grade level(s): \_\_\_\_\_

Where is student currently living (name of shelter/relative/friend/other)? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What school is student attending or trying to enroll in? \_\_\_\_\_

In what district is the school located? \_\_\_\_\_

What is the nature of the complaint? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Who has the parent/student/shelter/person acting as parent talked with to get the problem resolved?

(Name) \_\_\_\_\_ (Position) \_\_\_\_\_  
(Name) \_\_\_\_\_ (Position) \_\_\_\_\_

**TO BE COMPLETED BY HOMELESS COORDINATOR:**

Dates and times of follow-up calls: \_\_\_\_\_

Action requested of parent/student/shelter/or person acting as parent: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone contact with school official: Date: \_\_\_\_\_ Time: \_\_\_\_\_

Name of contact: \_\_\_\_\_ Position: \_\_\_\_\_

Action agreed to be taken by school: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Final disposition of case: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_