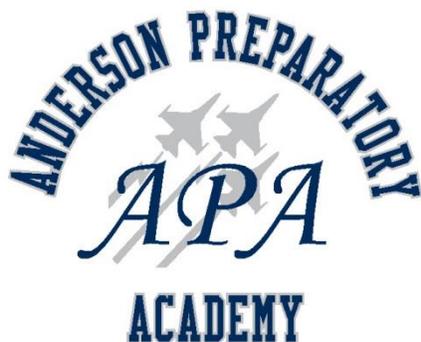


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Kindergarten - Delta  
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## TITLE I PARENT COMPLAINT PROCEDURES 2018-2019

### Introduction

On December 10, 2015 a new Federal education law was signed by the President. This law, the Every Student Succeeds Act (ESSA), requires schools that receive federal Title IA funding adopt written procedures for resolving complaints filed.

### Definition

A “complaint” is a written, signed statement filed by an individual or an organization. It must include:

- a) A statement that a school has violated a requirement of federal statute or regulation that applies to Title IA.
- b) The facts on which the statement is based.
- c) Information on any discussions, meetings or correspondence with a school regarding the complaint.

### Complaint Resolution Procedures

1) **Referral** – Complaints against schools should be referred to the Commandant’s Office:

**Mrs. Jill Barker, Commandant**  
101 W. 29<sup>th</sup> St.  
Anderson, IN 46016  
jbarker@goapa.org  
765-649-8472

2) **Notice to School** – The Commandant will notify the Title I Administrator and Principal that a complaint has been received. A copy of the complaint will be given to the Title I Administrator and Principal with directions given for the Principal to respond.

3) **Investigation** – After receiving the Principal’s response, the Commandant, along with the Title I Program Administrator, will determine whether further investigation is necessary. If necessary, the Commandant will do an onsite investigation at the school.

4) **Opportunity to Present Evidence** – The Commandant may provide for the complainant and the Principal to present evidence.

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5) **Report and Recommended Resolution** – Once the Commandant has completed the investigation and the taking of evidence, a report will be prepared with a recommendation for resolving the complaint. The report will give the name of the party bringing the complaint, the nature of the complaint, a summary of the investigation, the recommended resolution and the reasons for the recommendation. Copies of the report will be issued to all parties involved. The recommended resolution will become effective upon issuance of the report.

6) **Follow up** – The Commandant and the Title I Program Administrator will ensure that the resolution of the complaint is implemented.

7) **Time Limit** – The period between the Commandant receiving the complaint and resolution of the complaint shall not exceed sixty (60) calendar days.

8) **Right to Appeal** – Either party may appeal the final resolution to the Department of Education.