

Complaint Procedures for Federally Funded Programs Operating within Baltimore County Public Schools

- 1) Any public or nonpublic school parent or teacher, other interested person, or agency may file a complaint concerning the administration of a federally funded program operated by BCPS.
- 2) All complaints must:
 - a) Be in writing (accommodations will be made, if requested)
 - b) Be signed by the person or agency representative filing the complaint
 - c) Specify the requirement of law or regulation being violated and the related issue, problem, and/or the concern
 - d) Contain the information/evidence support the complaint
 - e) State the nature of the corrective action desired
- 3) Filing a complaint:
 - a) Submit the complaint in writing to the administrator who runs the program against which the complaint is being filed. Descriptive or supportive information concerning the complaint may accompany the letter. It is recommended that a copy of the complaint and any attachments are kept for the complainant's records.
 - b) When the written complaint is received, the administrator or that person's designee for the respective program will review the complaint, and contact the parents/guardian within ten (10) business days to schedule a meeting for review of the specific concerns within the complaint. Complaint meetings are typically scheduled within twenty (20) business days following the receipt of the complaint. Within twenty (20) business days following the meeting, the coordinator/supervisor or designee for the respective program will provide a written response to the complainant.
- 4) Filing an Appeal of the Complaint's Determination:
 - a) Individuals not satisfied with the written decision of the program administrator or persons who have not received a reply to their formal complaint within the specified time period may appeal the complaint in writing to the senior executive director, curriculum operations. The appeal must be filed in writing and received within fifteen (15) calendar days of the administrator's decision or the date when a response was to have been made.
 - b) The senior executive director, curriculum operations, will respond to the appeal using a timeline and procedures similar to the procedures followed by the coordinator/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 senior executive director, curriculum operations, in order to fully investigate the matter. Upon reaching a decision, the senior executive director will provide a written response to the complainant.

- c) Individuals not satisfied with the written decision of the senior executive director, curriculum operations, may further appeal the complaint to the Office of the Superintendent. Once the decision of the senior executive director has been received, the appeal must be filed in writing and received within fifteen (15) calendar days of that decision. The Office of the Superintendent will research and evaluate the appeal and issue a written decision on behalf of the Superintendent within twenty (20) business days.
- d) Individuals not satisfied with the written decision of the superintendent may further appeal the complaint to the Baltimore County Board of Education. The appeal must be filed in writing and received within thirty (30) calendar days of the superintendent's decision. Board of Education Policy 8340 and 8339 govern such appeals.

5) Filing a complaint with the Federal Government:

- a) 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>

****NOTE:** Personnel actions are the exclusive responsibility of the superintendent of schools and *are not* subject to these complaint procedures. ******