

Calvert County Public Schools

Title I Complaint Procedures

One of the local school system requirements, as we provide services to eligible Title I children, is a procedure to address parental concerns that are unresolved.

The “Complaint Procedure” for Calvert County Public Schools is as follows:

- Each Title I School has Title I Teachers. If there are any concerns, the Title I Teacher will be the first point of contact.
- Every effort is made to resolve issues and answer questions as soon as possible. If there is no resolution after meeting with the Title I Teacher; the Title I Office within the Department of Instruction and Supervision should be contacted.
- Every effort is made to resolve issues and answer questions as soon as possible by the Title I Office and participating school representatives.
- If an issue cannot be satisfactorily resolved at this level, a formal complaint may be submitted. Complaint forms are available upon request or may be printed from the website.
- The point of contact for either a public or non-public Title I complaint is Joyce King, Title I State and Federal Grants Program Supervisor, at 443-550-8025 (office); 443-286-1367 (fax); or kingj@calvertnet.k12.md.us (email)
- If the complaint cannot be resolved satisfactorily through CCPS Title I, additional recourse is available through Calvert County Public Schools.
- If the complaint cannot be resolved satisfactorily through CCPS’s complaint process, further recourse is available through the Maryland State Department of Education and the CCPS MSDE Title I Point of Contact.

Title I Formal Complaint Procedures:

1. Complete the Title I School Complaint Form and send to the Title I Office.
2. A Title I staff member will schedule a conference within ten business days.
3. At the conference, an action plan is generated and agreed upon by both parties.
The Title I Complaint Action Plan Form will be generated at this meeting, if the issue is not resolved.
4. A mutually agreed upon date and time for a follow-up meeting will be scheduled at the end of the conference.
5. At the follow-up meeting the action plan will be assessed. The Title I Complaint Follow-Up Form will be completed. Additional action may be agreed upon if issues remain. The action plan is updated as needed.

Title I School Complaint Form

School: _____

Date of Complaint _____

Contact Information: _____

Name of Student _____

Telephone: _____

Concern: _____

Requested Action: _____

Signature of Parent: _____

A copy of this form should be sent or faxed to the CCPS Title I Office as soon as possible after receipt of the form.

Title I School Complaint Action Plan Form

To be completed during the meeting:

School: _____

Date Received: _____

Contact Information: _____

Telephone: _____

Title I Staff Member: _____

Action Plan:

Date for Follow-Up: _____

Participant/s Signature/s: _____

Date of Meeting _____

Title I Staff Member Signature: _____

A copy of this form should be sent or faxed to the CCPS Title I Office as soon as possible.

Title I Complaint Follow-Up Form

School: _____ Date of Follow-Up: _____

Contact Information: _____ Telephone: _____

I am satisfied with the resolution of my concern:

Yes No

If no, update the Action Plan to offer additional steps to achieve resolution.

Comments:

Signature: _____

Title I Staff Member: _____

A copy of this form should be sent or faxed to the CCPS Title I Office as soon as possible.

Title I District Office Follow-Up Form

To be completed by a Title I Staff Member:

Staff Member: _____

Date of Resolution: _____

Resolution:

Additional Follow-Up Actions to be Taken:

Title I Supervisor Signature: _____

Date: _____

**A copy of this form should be maintained at the school site with all original paper or electronic records.
A copy of all actions related to this complaint has been maintained at the CCPS Title I Office.**