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**TITLE 14 EDUCATION**  
**DELAWARE ADMINISTRATIVE CODE**

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**DEPARTMENT OF EDUCATION**  
**OFFICE OF THE SECRETARY**  
**200 Administration and Operations**

**258 Federal Programs General Complaint Procedures\***

**1.0 Programs Covered by the Complaint Process**

This complaint process shall apply to the following programs: Title I Part A Improving Basic Programs Operated by Local Education Agencies; Title I Part B-1 Reading First; Title I Part B-2 Early Reading First; Title I Part B-3 William F. Goodling Even Start Family Literacy Program; Title I Part C Education of Migratory Children; Title I Part D Prevention and Intervention Programs for Children and Youth Who are Neglected, Delinquent, or at Risk; Title I Part F Comprehensive School Reform; Title I Part G Advanced Placement; Title II Part A Teacher and Principal Training and Recruiting Fund, Grants to States; Title II Part A-5-2151(B) School Leadership; Title II Part D 1 and 2 Enhancing Education Through Technology; Title III Language Instruction for Limited English Proficient and Immigrant Students; Title IV Part A The Student Support and Academic Enrichment (SSAE); Title IV Part B 21st Century Community Learning Centers; Title V Part A Innovative Programs and Title V Part B-1 Public Charter Schools.

**2 DE Reg. 217 (08/01/98)**

**7 DE Reg. 161 (08/01/03)**

**23 DE Reg. 557 (01/01/20)**

**2.0 Right to File a Complaint**

- 2.1 An organization or an individual may file a complaint regarding an alleged violation of federal program statutes or regulations by the Delaware Department of Education or the local education agency. For purposes of this regulation, a local education agency shall also include charter schools. A written and signed complaint shall be filed with the Delaware Department of Education.
- 2.2 The complaint shall include a statement specifying the alleged violation by the state education agency or a local education agency and shall include facts and documentation of the alleged violation.
- 2.3 The Delaware Department of Education shall investigate the complaint and issue a written report including findings of fact and a decision to the parties included in the complaint within sixty (60) working days of the receipt of the complaint. An extension of the time limit may be made by the Delaware Department of Education only if exceptional circumstances exist with respect to a particular complaint.
- 2.4 The Delaware Department of Education may conduct an independent onsite investigation of the complaint, if it is determined that an onsite investigation is necessary.
- 2.5 The complaint shall allege a violation that occurred not more than one (1) year prior to the date that the complaint is received.

**2 DE Reg. 217 (08/01/98)**

**7 DE Reg. 161 (08/01/03)**

**12 DE Reg. 208 (08/01/08)**

**23 DE Reg. 557 (01/01/20)**

**3.0 Complaint Made to the Local Education Agency**

- 3.1 An organization or an individual is encouraged to file a written, signed complaint with the local education agency, prior to submission of the complaint to the Delaware Department of Education, concerning an alleged violation by the local education agency of a Federal statute or regulation that applies to the local education agency's program.
- 3.2 The complaint shall include a statement specifying the alleged violation by the local education agency. Such statement shall include facts and documentation of the alleged violation.
- 3.3 The superintendent or the agency head of the local education agency shall investigate the complaint and issue a written report including findings of fact and a decision to the parties involved in the complaint within sixty (60) working days of the receipt of the complaint.
- 3.4 An appeal of the local education agency decision may be made by the complainant to the Delaware Department of Education. The appeal shall be in writing and signed by the individual or by an individual

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representative of the organization making the appeal. The Delaware Department of Education shall resolve the appeal in the same manner as a complaint, as indicated in Section 2.0.

**2 DE Reg. 217 (08/01/98)**

**7 DE Reg. 161 (08/01/03)**

**12 DE Reg. 208 (08/01/08)**

**23 DE Reg. 557 (01/01/20)**

**4.0 Review of Final Decision by the U.S. Department of Education**

Any party to the complaint has the right to request that the Secretary, U. S. Department of Education, review the final decision of the Delaware Department of Education. The request for an appeal of the decision to the Secretary, U. S. Department of Education, shall be made in writing to the Delaware Department of Education within sixty days of the receipt of the decision.

**2 DE Reg. 217 (08/01/98)**

**5.0 Complaints and appeals to the Delaware Department of Education shall be mailed to the following address:**

Secretary of Education  
Delaware Department of Education  
401 Federal Street  
Suite 2  
Dover, Delaware 19901-3639

\*IDEA Part B, as amended, has other specific remedies and procedural safeguards specified under Section 615 of the Act to protect students with disabilities. See 14 **DE Admin. Code** 923 Children with Disabilities Subpart B General Duties and Eligibility of Agencies.

**2 DE Reg. 217 (08/01/98)**

**7 DE Reg. 161 (08/01/03)**

**12 DE Reg. 208 (08/01/08)**

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