



OFFICE: ENTER TIME/DATE STAMP ABOVE

Please complete this form. If your complaint is submitted with incomplete information, you will be asked to resubmit a completed form which may cause a delay in response. Furthermore, the District cannot act on incomplete information and therefore may dismiss incomplete complaints. Submit your complaint to your student's principal or to the Language Access Coordinator Marguerita G. Circello, Ed.D - Learning Standards Administrator of ELL & World Languages - 165 North Columbus Avenue, Mount Vernon, NY, 10550 Tel.# (914) 358-2873, Fax: (914) 665-5170

CONFIDENTIALITY SHALL BE MAINTAINED TO THE FULLEST EXTENT ALLOWED BY LAW

Name of Parent/Guardian/Member of Public Home Phone Cell Phone

Name of Your Child/Student (If Applicable) School Grade (if applicable)

Address City / State Zip

Email

Please provide a detailed factual description of all of the circumstance(s) that gave rise to this complaint. (Use additional page s if necessary)

Comments / Concerns:

Desired Resolution?:

Parent Signature: _____ Date: _____ Time: _____

Instructions for Use of the ELL Parent Complaint Form

Because parents, educators and members of the public share the goal of making school experiences rewarding for our children, it is in the best interest of all parties to resolve school-related concerns for language access and the provision of services to ELL students and their parents/guardians. The best solutions are those which involve input from those closest to the concern; typically the parent and/or guardian, teacher and/or principal. With that in mind, the district has established a process for resolving concerns which provides opportunities for resolution at several levels:

Level 1: This consists of informal discussion between the persons having a concern and personnel at the school or location of the concern. The most important first step is to request a meeting with the teacher or staff member identified in the complaint. Most problems are resolved at this level. Individuals with concerns should bring them to the attention of the employee(s) and/or supervising staff. Timelines for resolution can be mutually established at that time. **An initial response should be received by complainant within five (5) business days. If the issue cannot be resolved at this level then the next step is outlined at Level 2.**

Level 2: Concerns must be put in writing using the ELL Parent Complaint Form and either mailed or delivered to the appropriate administrator noted below. **A response should be received by the complainant within five (5) Business days. If the issue cannot be resolved at this level then the next step is outlined at Level 3.**

- ***School Principal, Building-level Administrator, Marguerita G. Circello, Ed.D, Language Access Coordinator***

Level 3: Concerns must be put in writing using the ELL Parent Complaint Form and either mailed or delivered to the appropriate administrator noted below.

- ***Marguerita G. Circello, Ed.D, Language Access Coordinator***

The appropriate administrator will acknowledge the complaint of the concerned party within **seven (7) days** of receiving this form. After the administrator has conducted a thorough investigation, he/she will send a written report to all parties involved containing a recommendation for resolving the issue. Please note that it may take up to ten (10) school days from the date the form was received in the district office until a resolution is proposed.

If these measures do not produce mutually satisfying results, a person may contact the Superintendent at (914) 665-5201 or his designee at (914) 665-5000 as outlined in the MVCSD POLICY #3230 below.

MVCSD POLICY # 3230 (2006):

Complaints by citizens regarding any facet of the school operation often can be handled more satisfactorily by the administrative officer in charge of the unit closest to the source of the complaint. In most instances, therefore, complaints will be made to the Building Principal and/or his/her assistant if the matter cannot be resolved by the teacher, coach, or other school employee. If the complaint and related concerns are not resolved at this level to the satisfaction of the complainant, the complaint may be carried to the Superintendent and/or one of his/her assistants. Unresolved complaints at the building level must be reported to the Superintendent by the Building Principal. The Superintendent may require the statement of the complainant in writing.

If the complaint and related concerns are not resolved at the Superintendent level to the satisfaction of the complainant, the complaint may be carried to the Board of Education. Unresolved complaints at the Superintendent level must be reported to the Board of Education by the Superintendent. The Board of Education reserves the right to require prior written reports from appropriate parties.