

North Clackamas ELL Parent Complaint Response Process

If/ When a parent complaining is made about any facet of the ELD services, the following steps will be taken to resolve the parent complaint:

1. The complaint will be taken to the building administrator, by the classroom teacher, the ELD teacher, or the parent issuing the complaint. The District's complaint form is located on the district website and is available in multiple languages. <http://www.nclack.k12.or.us//Domain/48>
2. The appropriate documentation, (Parent notification Letter, program participation, etc.), of the services offered to the student will be on file with the Services for English Learners office and in the student's CUM file
3. The building administrator will contact the Title III Program Coordinator or the Services for English Learners Director and inform him/ her of the complaint. The building administrator will work with the parent to resolve the concern. If the parent does not feel the concern has been resolved, the parent has the right to take the complaint to the Services for English Learners office.
4. The Title III Program Coordinator / Director will explain the ELL Eligibility process, ELD services, or appropriate ELD program to the parent. This explanation will include the requirements of Title III as outlines by NCLB as it relates to the unresolved issue.
5. The Program Coordinator/ Director will work directly with the parent to resolve the concern. If the parent feels the concern is still not resolved, the parent has the right to take the complaint to the Assistant Superintendent of Instruction or the Superintendent as necessary.