Shoreline School District
Student Services
Shoreline, Washington 98155-2148

SECTION 504
COMPLAINT PROCEDURE

The best solutions to parent concerns often occur at the school level. Therefore, the Shoreline School District encourages parents to attempt to resolve concerns by working with the building principal, building level 504 Facilitator, and other appropriate staff to reach a joint resolution of the issue. However, if a parent is unable to resolve the issue at the building level, a parent may file a formal complaint under Section 504 through the following process.

Complaints should be addressed to the Executive Director of Student Services (206-393-4239), who has been designated as coordinator of the District's Section 504 activities:

Trish Campbell, Executive Director of Student Services
Shoreline School District
18560 1st Ave N.E.
Shoreline, WA 98155-2148

1. Parent completes and submits a Section 504 Complaint Form to the District 504 Coordinator. The Section 504 Complaint Form is available at each school's office. The complaint should be as detailed as possible and describe why the parent believes that their concerns raise an issue under Section 504. A complaint must be filed within 90 days after the complainant becomes aware of the alleged discrimination.
2. Unless the matter can be promptly resolved informally, the District 504 Coordinator or designee will conduct an investigation of the allegation(s). The parent and the district staff will have an opportunity to provide evidence, including documents and witnesses. If the District 504 Coordinator is the subject of the complaint, the Superintendent will appoint an impartial investigator.
3. The District 504 Coordinator or designee, will issue a written decision about the complaint within 30 calendar days of the complaint filling, and provide a copy of the decision to the parent. The written decision will contain suggested resolutions to the parent's concerns.
4. If the parent is not satisfied with the resolution, the parent may request a review of the complaint by the Superintendent. The request for reconsideration should be made within 15 days of the receipt of the decision to Dr. Susana Reyes, Superintendent. The Superintendent will respond to the parent's request for review within 10 days of receiving the request.
5. The Section 504 Coordinator shall maintain the files and records of the Shoreline School District relating to complaints filed.
6. If the parent is still dissatisfied after the Superintendent's review, or at any time during the District's complaint resolution process, the parent may file a complaint in writing with:

   U.S. Department of Education, Office for Civil Rights
   915 Second Ave, Room 3310,
   Seattle, WA 98174-1099