DEPARTMENT of EDUCATION
Louisiana Believes

Complaint Procedures for Violation of the Every Student Succeeds Act

These procedures are established for any organization or individual ("complainant") to file a formal complaint alleging a violation of the Every Student Succeeds Act of 2015 [2] (ESSA) against a Louisiana local education agency (LEA) or the Louisiana Department of Education (LDOE) itself. These procedures are in accordance with The Louisiana Handbook for School administrators, Bulletin 741, Sections 349. A copy can also be requested by calling the Department's toll-free number, 1-877-453-2721.

The LDOE will receive complaints from individuals or organizations alleging:

1. A violation of law in administration of an applicable program; or
2. A violation of a federal statute or regulation that applies to a covered program for which federal law permits a filing of complaint with the LDOE.

The federal ESSA programs for which formal complaints may be filed and investigated are:

- Title I, Part A – Improving Basic Programs Operated by Local Educational Agencies
- Title I, Part A – School Improvement Grants, referred to as 1003(a) and 1003(g)
- 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 II, Part A – Supporting Effective Instruction
- Title III, Part A – Language Instruction for English Learners and Immigrant Students
- Title IV, Part A – Student Support and Academic Enrichment
- Title IV, Part B – 21st Century Community Learning Centers
- Title V, Part B – Rural Education Achievement Program

The violation must have occurred within the past year and the complaint must be in writing and must include:

A. A statement of the violation of a requirement of a pertinent federal statute or regulation and date of violation;
B. The facts on which the statement is based, including the name of the local education agency;
C. A proposed solution for the problem;
D. The individual or organization's designee's signature and contact information.

The complaint can either be emailed to ldoecommunications@la.gov or mailed to:
Louisiana Department of Education
Attn: Office of Policy
1201 N. Third Street
Baton Rouge, LA 70802

Submitter will be notified when a complaint has been received by the LDOE, and complaints will be resolved within 60 days of receiving the complaint, unless the timeline has been extended. The submitter will receive a written decision addressing each violation and will also be informed of the right to request that the Secretary of the United States Department of Education review the decision made by the LDOE.