



*E*ast Ramapo Central School District

105 South Madison Avenue, Spring Valley, NY 10977

A Unified Community Educating the Whole Child

ESSA Written Complaint and Appeal Procedures

For Title I, Parts A, C, and D

Or Section 100.2(ee) of Commissioner's Regulations

Regarding Academic Intervention Services

As required by Title IX, General Provisions of the Elementary and Secondary Education Act (ESEA), the New York State Education Department (NYSED) has adopted the following procedures for receiving and resolving complaints and for reviewing appeals from decisions of school district complaints concerning violations of ESSA Title I, Parts A, C, and D, or of the General Education Provisions Act; or of Section 100.2(ee) Academic Intervention Services of the Regulations of the Commissioner are covered by these procedures.

Where should a complaint/appeal to the School District be sent?

Complaints/appeals regarding the School District's administration and implementation of its ESSA Title I Grant or Academic Intervention Services for students identified under Commissioner's Regulations Part 100 should be sent first to the School District Superintendent against whom the complaint is made. If the School District fails to resolve the complaint within 30 business days, or

fails to resolve the issue to the satisfaction of the complainant, the complaint should be sent to the New York State Education Department, Office of ESSA Funded Programs, Attention: Complaint Coordinator, 89 Washington Avenue, Room 320EB, Albany, New York 12234

PROCEDURES FOR FILING COMPLAINTS/APPEALS WITH A SCHOOL DISTRICT

Who may submit a complaint?

Any public or nonpublic school parent or teacher, other interested person, or agency may file a complaint. Complaints regarding equitable services for non-public schools should follow the procedures detailed at <http://www.p12.nysed.gov/nonpub/Ombudsman.html>.

What must a complaint to the School District contain?

All complaints must:

- be written;
- be signed by the person or agency representative filing the complaint;
- specify the requirement of law or regulation being violated and the related issue, problem, and/or the concern;
- contain information/evidence supporting the complaint; and
- state the nature of the corrective action desired.

What must an appeal from a School District's response contain?

An appeal must contain:

- a copy of the original signed complaint;
- a copy of the School District's response to the original complaint or a statement that the School District failed to respond in 30 business days;
- a copy of the School District and the Department of Education's response to the original complaint or a statement that the Department of Education failed to respond within 30 business days; and a statement identifying those parts of the School District's response which the party wishes to appeal.

PROCEDURES FOR FILING COMPLAINTS/APPEALS WITH THE NEW YORK STATE EDUCATION DEPARTMENT

The State Education Department will review complaints when the complaint pertains to:

- the State's administration of the ESSA Title I Basic Grant;
- an appeal from the decision of a School District regarding an action by the School District.

Complaints that do not meet any of the above criteria, including complaints concerning the School's administration of its Title I Program, will be referred for possible resolution to the School District against whom the complaint is made.

What must a complaint to the New York State Education Department contain?

All complaints must:

- be written;
- be signed by the person or agency representative filing the complaint;
- specify the requirement of law or regulation being violated and the related issue, problem, and/or the concern;
- contain information/evidence supporting the complaint; and
- documentation of attempts to resolve the issue with appropriate school district personnel;
- state the nature of the corrective action desired.

Where shall complaints or appeals to the State Education Department be sent?

Complaints/appeals regarding Title I may be e-mailed to CONAPPPTA@nysed.gov with

"COMPLAINT" in the subject line of the email. Alternately, a complaint may be mailed to NYSED at the following address:

New York State Education Department
Office of ESSA Funded Programs
Attention: Complaint Coordinator
89 Washington Avenue, Room 320EB
Albany, New York 12234

What timelines pertain to the State Education Department's review of complaints/appeals from a School District action?

Within 60 business days of the receipt of the complaint/appeal, Department staff will complete an on-site review (if necessary) and/or records examination and will notify all parties of its findings. An extension of the 60-day complaint resolution period is permitted under CFR Part 299.11 (b), for exceptional circumstances.

What shall the State Education Department's response (Letter of Resolution) to the complaint contain?

The Department's response shall contain:

- the names of persons interviewed;
- the records or other evidence examined;
- relevant dates/times/locations/events;

- summary of findings; and
- the nature of corrective action to be taken including applicable timelines.

Who shall conduct the review of complaints or appeals?

The Title I representative in the State Education Department office who is assigned as the program manager for the School District against which the complaint is made and other Department staff as may be appropriate shall conduct the review of complaints or appeals.

How long does a public or nonpublic teacher, parent, or agency have to file an appeal from a decision of a School District?

An appeal must be requested and postmarked within 20 business days of receipt of the School District's response to the original complaint.

How will State Education Department staff monitor the timely and appropriate implementation of the corrective actions called for in the complaint/appeal resolution?

Failure of the School District to take corrective action within the time period stipulated in the complaint resolution shall be cause to withhold all, or a portion of, the ESSA Title I allocation to the School District.

Does the State Education Department maintain a record of all complaints/appeals?

Yes. Copies of correspondence, related documents, investigative reports, and summary reports involved in the complaint/appeal resolution will be maintained by the State Education Department for five years. Records will be made available to interested parties in accordance with the provisions of the New York State Freedom of Information Law (Public Officers Law Sections 84-89).

What shall constitute exceptional circumstances for extending the 60-day limit for State Education Department review of complaints and appeals for relief from a School District action?

The State Education Department has determined that exceptional circumstances may include, but need not be limited to, such occurrences as:

- illness of involved parties;
- cancellation of scheduled on-site reviews due to unscheduled school closings;
- the need for extended review activities beyond those specified in the written notification; and/or
- any other mutual agreement to changes in review scope or activity.

When exceptional circumstances are identified, the revised date for the completion of the complaint review will be provided in writing to all parties involved in the complaint or appeal. All parties to the complaint have the right to initiate a request for an extension beyond the 60 business day complaint resolution period based on exceptional circumstances. All such requests must be presented to the State Education Department.

Procedures for Adjudicating Appeals from the Decision of the State Education Department

May a person/agency dissatisfied with the State Education Department's complaint resolution file an appeal?

Yes, parties dissatisfied with the State Education Department's complaint resolution may file an appeal directly with the United States Department of Education at:

United States Department of Education
Compensatory Education Programs
400 Maryland Avenue, S.W.
Room 3W230, FOB #6
Washington, D.C. 20202-6132

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