



# St. Mary Parish Schools

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## LOUISIANA DEPARTMENT OF EDUCATION

### COMPLAINT PROCEDURES FOR ELEMENTARY AND SECONDARY EDUCATION ACT OF 1965

If the St. Mary Parish School Board Title I Program is not providing services in accordance with state and federal regulations, a parent may file a complaint in accordance with The Louisiana Handbook for School Administrators, Bulletin 741, Section 349, which is available online at the following website address: <https://www.doa.la.gov/media/kzfvelb/28v115.pdf>.

This bulletin contains detailed procedures established for resolving complaints filed against the Department of Education or a local education agency pursuant to provisions of the Elementary and Secondary Education Act of 1965, 20 U.S.C. '6301, et. seq. (ESEA).

Summarized from the above handbook, complaints to the Louisiana Department of Education must

- (1) be in writing and
- (2) describe a violation of the law or a violation of federal statutes or regulations.

The written complaint must include:

- A statement of the violation of a requirement of a pertinent federal statute or regulation.
- The facts on which the statement is based, including the name of the local education agency.
- A proposed solution of the problem.
- The parent's signature and contact information.
- Only violations occurring within the past year.

Upon receipt of a complaint against an agency that meets the requirements of §349.C.2, the LDE will acknowledge receipt of the complaint in writing and provide written notice to the agency against which the violation has been alleged. The LDE will provide the agency with the opportunity to resolve the complaint without a finding, with the participation and agreement of the complainant. All complaints must be resolved within 60 days of the date the LDE receives the complaint.