



ROANOKE COUNTY PUBLIC SCHOOLS

Department of Instruction

5937 Cove Rd. Roanoke, VA 24019 ♦ (540) 562-3900



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Equitable Services Complaint Resolution Procedures ***For Private School Participation in ESEA Title Programs***

Purpose

This document establishes the formal complaint resolution procedures for private schools participating in federally funded ESEA Title programs administered by Roanoke County Public Schools (RCPS). Private school officials and other interested parties have the right to file a complaint regarding the equitable services consultation process, the delivery of services, or the implementation of Title-funded activities.

These procedures ensure complaints are addressed promptly, fairly, and in accordance with the Every Student Succeeds Act (ESSA) and Virginia Department of Education (VDOE) requirements.

Definition of a Complaint

A complaint is a signed written statement that includes:

- An allegation that a requirement applicable to an ESEA Title program has been violated; and
- Facts and information supporting the allegation.

Who May File a Complaint

Any private school official, organization, or other interested party may file a complaint regarding equitable services under ESEA Title programs.

Scope and Applicability

This procedure applies to complaints related to equitable services under the following programs:

- Title I, Part A
- Title II, Part A
- Title III, Part A
- Title IV, Part A

Private schools are encouraged to follow this procedure sequentially to allow concerns to be resolved at the most appropriate level before escalation.

Title Program Contacts

Program	Contact	Title	Email
Title I & III	Wendy Souza	Grant Manager	wsouza@rcps.us
Title II & IV	Yessenia Harden	Grant Manager	yharden@rcps.us
Title I & III (Director Level)	Kim Bradshaw	Executive Director of Elementary Instruction	kbradshaw@rcps.us



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Title II & IV (Director Level)	Michael Riley	Executive Director of Secondary Instruction	mriley@rcps.us
VDOE Ombudsman	Dr. Randall Johnson	VDOE Ombudsman	randall.johnson@doe.virginia.gov

Complaint Resolution Procedures

Step 1 — Submission to RCPS Grant Manager

The complainant must submit the complaint in writing to the appropriate Title Grant Manager.

Required Components:

- Name of private school (if applicable)
- Title program(s) involved
- Description of the concern with relevant dates
- Supporting documentation
- Contact information of complainant

Process:

- RCPS will acknowledge receipt within 5 business days
- The complaint will be forwarded to the Superintendent or designee
- A formal investigation will be initiated

Investigation:

The Superintendent or designee will:

- Conduct an investigation within 15 business days of receipt
- Review documentation and consult relevant parties
- Request additional information if necessary

If additional time is required, RCPS will notify the complainant and provide a revised timeline.

Decision:

Within 15 business days following the investigation, RCPS will issue a written decision that includes:

- Findings of fact
- Conclusions
- Any required corrective actions

Step 2 — Escalation to RCPS Leadership

If the complaint is not resolved, the complainant may escalate to the appropriate Executive Director. A written response will be provided within 30 business days of escalation.



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Step 3 — Appeal to the Virginia Department of Education

If the complaint remains unresolved, the complainant may appeal to the VDOE.

Appeal Requirements:

- Must be submitted within 30 business days of receiving RCPS's final decision
- Must include a copy of the original complaint and RCPS response

The VDOE Ombudsman will conduct an independent review and may require corrective action.

Complaint Submission Requirements

To be considered, complaints must:

- Be submitted in writing
- Include sufficient detail to investigate
- Be filed in a timely manner
- Include supporting documentation where available

Non-Retaliation

RCPS prohibits retaliation against any individual or entity that files a complaint or participates in the complaint process.

Recordkeeping

RCPS will maintain records of all complaints, including:

- Written submissions
- Investigation documentation
- Final decisions

Records will be retained in accordance with 2 CFR Part 200 (Uniform Guidance) and RCPS retention policies.

Informal Resolution

RCPS encourages informal resolution of concerns when appropriate prior to filing a formal complaint.

Annual Review

This procedure will be reviewed annually and updated as necessary to reflect changes in federal or state requirements.

Dissemination

This procedure is publicly available on the RCPS website and is provided annually to participating private schools during consultation.