

Conway School District #317
ESEA Federal Programs
Complaint Procedure

Any parent, teacher, individual, or organization with a complaint with regard to Federal Programs covered under the reauthorized *Elementary and Secondary Education Act* (ESEA) in Conway School District may make the complaint known to the superintendent of schools or with the Office of the Superintendent of Public Instruction. Within thirty (30) days of receipt of the complaint, Conway School District will conduct an investigation of the allegation and resolve the complaint. The investigation shall include opportunities for the complainant or the complainant's representative to present evidence and question witnesses. Subsequent to the investigation and resolution, a report of findings will be filed with the Office of the Superintendent of Public Instruction and the complainant.

Conway School District is required to review all complaints made concerning a covered program if:

1. the complaint is in written form and alleges that Federal Program requirements have been violated;
2. the complaint is signed;
3. the complaint includes the facts on which the statement is based and the specific program requirement alleged to have been violated; and
4. the complaint includes information supporting the allegation along with the allegation.

If the complaint has not been resolved to the satisfaction of the complainant, a hearing shall be conducted by the Board of Education within 30 days of receipt of written request for such a hearing. The hearing shall include opportunities for the complainant or complainant's representative to present evidence and question witnesses.

The complainant has the right to appeal the decision of Conway School District to the Office of the Superintendent of Public Instruction, Olympia, Washington 98504.

A complaint made directly to the Office of the Superintendent of Public Instruction without previously being filed with this school district will be reviewed by OSPI to determine if an investigation is warranted by OSPI because of the seriousness of the complaint or if the complaint shall be returned to the complainant to be filed with this school district. Complaints forwarded to this district shall be investigated within 30 days of receipt of the complaint by this district.