

**Allegany County Public Schools**  
108 Washington Street - P. O. Box 1724  
Cumberland, MD 21501-1724

## **COMPLAINT PROCEDURES FOR TITLE I SCHOOLS**

Allegany County Public Schools is committed to open communication with Title I schools in order to reach the goal of educating all students. Allegany County Public Schools is aware that disagreements may arise periodically. These disagreements need to be resolved in a timely fashion. The following procedures have been developed to handle complaints dealing with Title I programs, services, and staff members. All Title I complaints are to be directed to the Supervisor of Federal Programs using procedures outlined below.

### Filing a Complaint

- Gather all information dealing with the complaint.
- Fill out the Complaint form, being as specific as possible.
- Send the Complaint Form to the Federal Office at the address listed on the form.

### Response from Supervisor of Federal Programs

- Supervisor of Federal Programs will review the completed Complaint Form.
- The Supervisor will set up an appointment with the originators of the complaint in order to resolve the complaint. This will usually occur within five (5) working days after receipt of the complaint.

### Additional Steps (if required)

- If the complaint cannot be resolved by the Supervisor of Federal Programs, a meeting will be set up with the Chief Academic Officer, the Supervisor of Federal Programs, and the concerned parties.
- The Chief Academic Officer will work with the Supervisor of Federal Programs to resolve the complaint.
- If the issue is still unresolved, the Supervisor of Federal Programs will contact the Maryland State Department of Education's (MSDE) Title I Office for guidance.
- Meetings with officials from MSDE may be scheduled in order to resolve the complaint.
- If additional steps beyond the Maryland State Department of Education are required in the resolution of the complaint, these steps will occur in accordance with the federal Every Student Succeeds Act legislation.

### **Contact for Complaints**

Supervisor of Federal Programs  
Allegany County Board of Education  
Phone – 301-759-2046 Fax - 301-759-2014

Effective: June, 2005, rev. July 2010, rev. October 2017

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**Title I Complaint Form**

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Date \_\_\_\_\_

Nature of Complaint

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Do Not Write Below This Line

Date Received in Title I Office \_\_\_\_\_

Date of Conference \_\_\_\_\_

Date Resolved \_\_\_\_\_

Resolution

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