

FREDERICK COUNTY PUBLIC SCHOOLS	Reg. No. 400-65
Subject: NO CHILD LEFT BEHIND - PARENT COMPLAINT PROCESS	Date of Issue: 9/14/05
Preparing Office: Office of the Superintendent	Amended:

- I. Policy
- II. Procedures

This process is to be used for parents who have a complaint regarding the application of their rights as identified under the No Child Left Behind Act of 2001 (PL 107-110) as administered by Frederick County Public Schools. For the purposes of this regulation, a complaint is defined as a written statement alleging that FCPS has violated a state or federal statute or regulation that applies to a program supported by federal funds. A complaint includes a request for review of a decision but does not include a request for a due process hearing. Nothing in this regulation is meant to compromise an individual's right to file an appeal with the Board of Education of Frederick County in accordance with Board policy.

- A. Informal
An individual who feels he/she has a complaint may present the matter, either orally or in writing, to the building principal. The informal discussion of problems and continuous interchange of views between the parent and the building principal is encouraged in order to resolve as many disputes as possible.
- B. Formal – Step 1
If a parent is not satisfied with the disposition of his/her complaint at the informal level, he/she may appeal, in writing, to the instructional director within 10 days of the date of the principal's response. The instructional director shall respond in writing within 15 days of receipt of the complaint.
- C. Formal – Step 2
The parent may appeal the decision of the instructional director to the deputy superintendent who acts as the Superintendent's designee within 10 days of the date of the instructional director's response. The deputy superintendent shall respond in writing within 15 days of receipt of the complaint.
- D. Time Line
Time lines established in this complaint process may be altered by mutual agreement of the parties.

Approved:

Original signed by

Linda D. Burgee
Superintendent