SAU 24 Title I Complaint Procedure

Individuals with complaints about Title I services at any school within SAU 24 should follow the described procedure to resolve concerns. The procedure will be terminated at the step in the process where parties have reached a resolution or if the complainant fails to respond in accordance with the time constraints. Documentation of each step of the process will be kept by each participant in the process. SAU 24 Project Manager will assist the complainant in the process.

It is the intent of schools within SAU 24 to resolve all issues at the lowest possible level. A swift resolution is in the best interest of students. When issues cannot be resolved at the lowest level, there is a process in place to provide alternate reviews to the complainant.

Step One: Teacher

The complainant must first direct his/her concerns to the Title I teacher or individual responsible for the behavior that generated the complaint. If issues cannot be resolved informally at this level, a written complaint should be sent to the building Principal.

Step Two: Building Administrator

The complainant must present his/her complaint to the building Principal in writing within 15 days of the issue citing the alleged violation of federal statute or regulation and the individual responsible for the violation. The building Principal shall investigate the complaint, meet with the complainant, attempt to resolve the issue and render a decision within 10 school days.

Step Three: Superintendent

The complainant must forward all information regarding the allegation, including the building Principal's response, to the Superintendent within 5 working days. The Superintendent shall investigate the complaint, meet with the complainant, attempt to resolve the issue and render a decision within 10 school days.

Step Four: Local School Board

The complainant must forward all information regarding the allegation, including the responses from the building Principal and the Project Manager, to the local School Board within 5 working days. The School Board will review the complaint and offer an opportunity for the complainant to speak with the School Board at the first School Board meeting following receipt of the complaint. The local School Board shall render a decision within 10 school days following the School Board meeting.

Step Five: Department of Education

If a parent wishes to pursue a complaint beyond the local School Board level, the SAU Project Manager shall assist the parent in following the State of New Hampshire Department of Education Complaint Process.