

Federal Programs Complaint Process

Section 9304(a)(3)(C) of the Elementary and Secondary Education Act of 1965 as amended by ESSA (P.L. 107-110) requires states to adopt written procedures for the receipt and resolution of complaints alleging violations of law in the administration of the programs in P.L. 107-110.

Complaint Procedures for ESSA

Individuals filing complaints **must** include the following written information:

- The name of school or school employee alleged to have violated a specific federal requirement.
- The specific requirement you believe has been violated.
- The actions, facts, and documentation on which you base your complaint.
- Documentation of the efforts to resolve the complaint through the local parent complaint process.
- The resolution you expect.

Written complaints are accepted by mail, fax, e-mail, or in person. KIPP Tulsa must be able to verify the complainant's name, phone number, and address in order to acknowledge receipt of the complaint. KIPP Tulsa will not be able to appropriately respond to the complaint without contact information. KIPP Tulsa requests a signature of the person filing the complaint. Send complaints to:

KIPP Tulsa
Attn. Mayra Burke, Federal Programs Coordinator
541 S 43rd W Ave, Tulsa, OK 74127
918.833.8822
E-Mail: mburke@kippok.org

If additional information is needed, the KIPP Tulsa will contact the person filing the complaint.

Complaint Resolution for ESSA

KIPP Tulsa will respond to complaints about the requirements of ESSA within 60 days of receipt, unless an extension is needed because of extenuating circumstances. Complainants will be notified, in writing, if an extension will be needed and the reasons for the extension. The written resolution will include:

- A statement of the federal program requirements involved.
- A summary of the information, records, or data reviewed and considered.
- The findings of fact.
- The conclusions for each allegation, including the reasons for the conclusion.
- Any technical assistance, negotiation, or corrective action that must occur and when the action must occur.

The written resolution will be mailed to the complainant and a copy will be filed with the Office of Federal Programs and Office of Legal Counsel, Oklahoma State Department of Education.