St HOPE LEADERSHIP ACADEMY CHARTER SCHOOL

ESSA-FUNDED PROGRAMS COMPLAINT PROCEDURES

Purpose

Pursuant to the Elementary and Secondary Education Act (ESEA), as amended by the Every Student Succeeds Act (ESSA), St HOPE Leadership Academy provides the following procedures for resolving complaints alleging violations of federal laws or regulations governing ESSA-funded programs.

These procedures apply to complaints that St HOPE Leadership Academy, the State, or another relevant entity has violated a federal statute or regulation related to the administration of a covered ESSA program.

Covered Federal Programs

Complaints may relate to the following programs, as applicable to St HOPE Leadership Academy:

- Title I, Part A – Grants to Local Educational Agencies
- Title I, Part C – Education of Migratory Children
- Title I, Part D – Prevention and Intervention Programs for Children and Youth Who Are Neglected, Delinquent, or At-Risk
- Title II, Part A – Supporting Effective Instruction
- Title III, Part A – Language Instruction for English Learners and Immigrant Students
- Title IV, Part A – Student Support and Academic Enrichment Grants
- Title IV, Part B – 21st Century Community Learning Centers
- Title V, Part B – Rural Education Initiative

Step 1: Attempt to Resolve the Complaint at the Local Level

Complaints regarding the administration or implementation of any ESSA-funded program should first be addressed at the local level.

In New York City, complaints should be submitted first to the appropriate school-level administrator. At St HOPE Leadership Academy, this is the Principal or her designee. If the complaint is not resolved within thirty (30) business days, or if the complainant is not satisfied with the outcome, the complaint may then be submitted to the New York City Department of Education, Office of State/Federal Education Policy and School Improvement.

If the matter remains unresolved after thirty (30) business days at the New York City Department of Education level, or if the complainant is not satisfied with the outcome, the complaint may then be submitted to the New York State Education Department (NYSED).

Step 2: Submission of Complaint to NYSED
To initiate a complaint with NYSED, a complainant must submit a written, signed complaint that includes:

- A statement that St HOPE Leadership Academy, NYSED, or another relevant entity has violated a federal statute or regulation governing a covered ESSA program;
- The facts on which the statement is based, including sufficient information regarding when, where, and the nature of the activity believed to be in violation;
- Documentation of attempts to resolve the issue at the local level; and
- The complainant's contact information and proposed resolution.

Complaints may be emailed to CONAPPTA@nysed.gov with "COMPLAINT" in the subject line. Complaints may also be mailed to:

New York State Education Department
Office of ESSA Funded Programs
Attention: Complaint Coordinator
89 Washington Avenue, Room 320EB
Albany, New York 12234

Step 3: Review of Complaint
Upon receipt of a complaint, NYSED will issue a written acknowledgment to the complainant. The assigned complaint coordinator may investigate the complaint through review of documentation, interviews, and/or on-site review, as appropriate.

NYSED may request additional information from the complainant or the entity named in the complaint. Unless an extension is granted due to exceptional circumstances, required documentation must be submitted within the timelines established by NYSED.

Step 4: Resolution of Complaint
Within sixty (60) State agency work days of receiving the complaint, NYSED will issue a written Letter of Resolution to the relevant entity, with a copy to the complainant. The letter will indicate whether the allegation is sustained and whether corrective action is required. If corrective action is required, the letter will specify the required actions and timelines.

In exceptional circumstances, NYSED may extend the sixty (60) day resolution period and will notify all parties in writing of the revised timeline.

Step 5: Appeal to the United States Department of Education
Either party may appeal NYSED's decision to the United States Secretary of Education within thirty (30) days of receiving the Letter of Resolution. Appeals should be submitted to:

United States Department of Education
Compensatory Education Programs
400 Maryland Avenue, S.W.
Room 3W230, FOB #6
Washington, D.C. 20202-6132

Dissemination
St HOPE Leadership Academy will disseminate, free of charge, adequate information regarding these ESSA complaint procedures to parents and appropriate stakeholders, as required by law.