

ELL Parent Complaint Response Process

A requirement of Title III / Title VI / NCLB

If/when a parent complaint is made about any facet of ELL services, the following steps will be taken to resolve the parent complaint:

1. The complaint will be taken to the building administrator, by the classroom teacher, the ELL teacher, or the parent issuing the complaint.
2. The building principal will contact the Title III coordinator to inform them of the complaint.
3. The Title III coordinator will explain the ELL eligibility process, ELL services, or appropriate portion of the ELL program to the parent and building principal. This explanation will include the requirements of Title III / Title VI / NCLB as it related to the unresolved issue.
4. The appropriate documentation (Ex. Eligibility Letter, Parent Consent Letter) will be on file as having been completed by the parent issuing the complaint.
5. The appropriate documentation (Ex. Eligibility Letter, Parent Consent Letter) will be returned to the building principal, with a copy sent to the Title III coordinator and a copy placed in the CA-60 file for the student connected with the complaint, along with a copy of the formal complaint issued by the parent.
6. If the complaint cannot be resolved with the above procedure, further action on the part of the parent issuing the complaint will be shared with the Superintendent of Schools, as necessary.