



Complaint Procedure for Programs Covered Under the Every Student Succeed Act (ESSA)

A complaint is a written signed statement filed by an individual or an organization. It must include:

- a. A statement that the West Feliciana School System has violated a requirement of federal statute or regulations which apply to programs under the Every Student Succeed Act (ESSA).
- b. The facts upon which the statement is based.
- c. Information on any discussions, meetings, or correspondence with WFPSB regarding the complaint.

Local Complaint Procedures

1. **Referral-** complaints against the West Feliciana Parish School Board will be sent in writing to the Supervisor of Federal Programs.
2. **Acknowledgement-** the Supervisor of Federal Programs will acknowledge in writing receipt of the complaint.
3. **Investigation -** The Supervisor of Federal Programs and other applicable district administrators and staff will thoroughly investigate the complaint and attempt to resolve the complaint informally. If an informal resolution satisfactory to the complainant is reached, no further investigation or action by the District is required. If the problem cannot be informally resolved, it will be referred to the Superintendent of the school district.
4. **Opportunity to Present Evidence-** The superintendent may, in his discretion, provide for the complainant and /or the complainant's representative to present evidence. Such a presentation may include the opportunity for each side to question parties to the dispute and any of the witnesses.
5. **Report and Recommended Resolution-** Once the Superintendent has finished further investigation and taking of evidence, he will prepare a final report with a recommendation for resolving the complaint. The final report will give the name of the party bringing the complaint, the nature of the complaint, a summary of the investigation, the recommended resolution, and the reasons for the recommendation. The Superintendent will issue the report to the complainant, complainant's representative, and the Supervisor of Federal Programs.
6. **Right to Appeal-** In appropriate cases, the complainant may appeal from the recommended resolution to the Louisiana Department of Education.
7. **Follow-up-** The Supervisor of Federal Programs will insure that the resolution of the complaint is implemented.
8. **Time Limit-** The period between the West Feliciana Parish School system's receipt of a complaint and its resolution shall not exceed sixty (60) calendar days.

Filing a Complaint:

Complaint should be addressed as follows:

Zanovia C. Curtis
Supervisor of Federal Programs/Early Childhood
West Feliciana Parish School Board Office
P.O. Box 1910
St. Francisville, LA 70775