

## **Citizen Complaint Procedure**

WAC 392-168, Special Service Programs – Citizen Complaint Procedure for Certain Categorical Federal Programs, applies to federal programs authorized under ESEA and administered by OSPI. Any individual or organization may file a signed, written complaint if it believes the state, a local school district, an educational service district, or other sub-grantee has violated one or more requirements of federal statutes or regulations or state regulations that apply to a federal program.

The formal written complaint should include:

A statement that the district, other educational agency, or in some cases OSPI, has violated a requirement of a Federal statute or regulation that applies to a program requiring equitable participation;

The specific requirement alleged to have been violated;

The facts on which the complaint is based;

The expected resolution of the alleged violation;

And

The signature of the complainant.

A complaint should be sent directly to:

Office of Superintendent of Public Instruction

Attn: Federal Programs Office

P. O. Box 47200

Olympia, WA 98504-7200

Receipt of a complaint activates a time limit not to exceed sixty (60) calendar days. After a complaint is received by OSPI, a copy of the complaint, along with any accompanying documentation, is sent to the school district, and the district is asked to respond to the allegations. A copy of the district's response is sent to the complainant and he or she is given an opportunity to reply to the district's response. After review of all information, OSPI will make an independent determination as to whether the district is in violation of any federal program requirement as authorized under NCLB or WAC 392-182. OSPI will issue a written decision to the complainant that addresses each allegation and may provide technical assistance activities or negotiations and corrective measures necessary to resolve the complaint. All actions shall be instituted no later than thirty (30) calendar days following the date of the decision. The written decision by OSPI is the final decision in the matter. A complaint is considered resolved when the superintendent has issued a written decision and corrective measures, if warranted, have been completed. Appeals to OSPI decisions can be made to the United States Department of Education.

Federal Programs staff members are available to answer questions from districts and private schools regarding private school consultation and services. Other information regarding equitable participation for private schools is available on the Consolidated Federal Programs website :

<http://www.k12.wa.us/ESEA/PrivateSchools.aspx>

through email: [gayle.pauley@k12.wa.us](mailto:gayle.pauley@k12.wa.us), or by calling (360) 725-6100 or TTY (360)664-3631.