

COMPLAINT FROM THE PUBLIC

To be completed when filing a formal complaint, including complaints filed by members of the public under the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title IX of the Educational Amendments of 1972, and McKinney-Vento Homeless Education. Please print or type.

Please note that personnel actions are the exclusive responsibility of the superintendent of schools and *are not subject to public complaint procedures*.

Complete Part I and return it to the principal's/supervisor's office. You may attach descriptive or supportive information to the form. Keep a copy of the form and any attachments.

When your complaint form is received at the school or office, the principal/supervisor or designee should contact you within three (3) work days to establish the date, time, and place of a meeting to discuss your concern, if such a meeting has not already occurred. Usually, this meeting will take place within ten (10) work days.

Within 10 work days of receipt of the written complaint, or this meeting, if any, the principal/supervisor should respond to you in writing with a decision.

Sometimes a complaint or its resolution may be too complicated or, for other reasons, cannot be decided within 10 work days. In such cases, the principal/supervisor will contact you within the first 10 days and arrange for an extension of the decision for no more than an additional 10 work days.

If you are not satisfied with the decision

If you are not satisfied with the written decision, or if you do not receive a reply to your formal complaint within the specified time, you may request that your complaint be considered by the superintendent of schools. You must file your request for review within 15 calendar days of the principal's/supervisor's decision or the date when a decision was to have been made.

If you wish to request a review, forward MCPS Form 270-8: *Complaint from the Public* to the Office of the Superintendent, with a note explaining the basis for disagreeing with the decision.

The Office of the Superintendent of Schools/designee will respond, using a procedure and time limits similar to those followed by the principal/supervisor, as follows: (a) a meeting **may** be arranged within 3 work days; (b) a decision on the review within 10 work days after the meeting, if any; and (c) an extension of an additional 10 work days if the matter is unusually complicated or otherwise requires additional time.

The superintendent or designee will state his or her decision in writing.

Further possible appeals

If you are not satisfied with the decision of the superintendent of schools/designee, you may file an appeal with the Montgomery County Board of Education and later with the Maryland State Board of Education. (In addition, complaints alleging discrimination under the ADA, Section 504, or Title IX may be filed with the Office of Civil Rights, U.S. Department of Education, within 180 days of the alleged discrimination.)

In appealing a decision of the superintendent/designee, you must file an appeal to the Montgomery County Board of Education within 30 calendar days of the date of the superintendent's decision.