

**De Soto School District
Complaint Resolution Procedure
For No Child Left Behind Programs**

This complaint resolution procedure applies to all programs administered by the Missouri Department of Elementary and Secondary Education under the No Child Left Behind Act (NCLB).

A complaint is a formal allegation that a specific federal or state law or regulation has been violated, misapplies, or misinterpreted by school district personnel or by Department of Education personnel.

Any parent or guardian, surrogate parent, teacher, administrator, school board member, or other person directly involved with an activity, program, or project operated under the general supervision of the Department may file a complaint. The complaint must provide specific details of the situation and indicate the law or regulation that is allegedly being violated, misapplied, or misinterpreted.

Such a complaint must be in writing, signed and filed with the De Soto School District Superintendent's office. The Superintendent shall cause a review of the written complaint to be conducted and a written response to be mailed to the complainant within ten (10) working days after receipt of the written complaint. A copy of the written complaint and the Superintendent's response shall be provided to each member of the Board of Education. If the complainant is not satisfied with the response, he or she may submit a written appeal to the Board indicating the nature of the disagreement with the response and his/her reasons underlying such disagreement (Regulation 1621 – De Soto School District Policy Manual).

The Board shall consider the appeal at its regularly scheduled board meeting following receipt of the response. The Board shall permit the complainant to address the Board in public or closed session, as appropriate and lawful, concerning his/her complaint with its written decision in this matter as expeditiously as possible following completion of the hearing.

If the issue cannot be resolved at the local level, the complainant may file a complaint with the Missouri Department of Education within fifteen (15) working days following receipt of the written decision from the Board. The Department will initiate an investigation and issue notice of the findings to the Board and the complainant. If there is not evidence that the parties have attempted in good faith to resolve the complaint at the local level, the Department may require the parties to do so and may provide technical assistance to facilitate such resolution.

Any persons directly affected by the actions of the Department may file a similarly written complaint if they believe state or federal laws or regulations have been violated, misapplies, or misinterpreted by the Department itself.

Anyone wishing more information about this procedure or how complaints are resolved may contact Dorean Dow, Assistant Superintendent of Curriculum, Instruction and Assessment, De Soto School District, 610 Vineland School Rd., Desoto, MO 63020, (636) 586-1000 or Department personnel.