

Public Complaint Policy for Federal Programs

A parent, student, employee, or school district constituent who has a complaint regarding the use of Federal NCLB funds and is unable to solve the issue, may address the complaint in writing to the district's superintendent. (This complaint process will also apply to enrollment issues, transportation issues, homelessness issues, and other barriers to the education of children.)

The superintendent will investigate, within one week, the circumstances of the complaint, and render a decision within two weeks after receipt of the complaint.

The superintendent will notify the complainant of the decision in writing. The complainant will either accept or disagree with the decision and will provide such acknowledgement in writing and addressed to the district superintendent. The complainant will be allowed one week to react to the superintendent's decision before it becomes final.

If the issue is not resolved with the superintendent, the complainant may appeal the decision to the district's school board within one week after the superintendent's decision. If, after review by the school board, the complainant feels the issue is unresolved, they may forward their complaint to the South Dakota Department of Education for review.