

2. The second level of the formal process is a review by the Deputy Superintendent of Schools.

- If the parents/guardians are not satisfied with the decision made by the Assistant of School Administration and Operations, they may request that their concern or complaint be considered by the Deputy Superintendent of Schools. They must file a written request for review within 10 school days of the decision made by the Assistant in School Administration and Operations.

- Once the written request has been filed, the Deputy Superintendent of Schools may arrange a conference with the principal of the school, complete a paper review of the concern or complaint, or involve staff from other central administrative departments.

- When this action has been completed, the Deputy Superintendent will provide a written response to the parents/guardians with a decision, usually within 10 school days.

**NOTE:** *The procedures outlined here are not to be used for resolving complaints that are specifically governed by other existing state or local regulations, such as student suspensions and expulsions, employee grievances, special education appeals, student transfers, request for information under the Maryland Public Information Act and request for reasonable accommodations/modifications under the Americans With Disabilities Act.*



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#### **General Inquiries**

For general inquiries about the school system's policies, please visit our Web site at [www.ccboe.com](http://www.ccboe.com).

The Charles County public school system does not discriminate on the basis of race, color, religion, national origin, sex, age or disability in its programs, activities or employment practices. For inquiries, please contact Dr. Patricia Vaira, Title IX Coordinator and Section 504 Coordinator (students) or Keith Hettel, Section 504 Coordinator (employees/adults), at Charles County Public Schools, Jesse L. Starkey Administration Building, P. O. Box 2770, 5980 Radio Station Road, La Plata, Maryland 20646. Telephone: 301.932.6610/870.3814. For special accommodations call 301.934.7230 or TDD 1.800.735.2258 two weeks prior to the event. (Concerns and Complaints, 10-25-11)

A Parent's Guide to

# Resolving School Concerns and Complaints

**Charles County  
Public Schools**

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## *What parents should do when they have a concern ...*

The goal of Charles County Public Schools (CCPS) is to provide a quality educational program for all students in an environment that is conducive to learning. This goal can best be achieved with parents, students and schools working together for the best interest of all students.

There are times, however, when an individual may need to make an inquiry of school system employees. This inquiry may be regarding system or school procedures, or it may be to express a concern or file a complaint.

This pamphlet outlines the steps used by Charles County Public Schools to respond to parental school-based concerns or complaints so they may be resolved quickly and satisfactorily. During each stage of this process, we hope all individuals involved will make every attempt to resolve the concern as amicably as possible.

### *Informal complaints*

1. The first step in resolving a concern, issue, or complaint is to address it with the classroom teacher or school-based staff member who is most closely and directly involved. We request that you contact the school and schedule an appointment with the classroom teacher or staff member. Through amicable dialogue and cooperative agreement, resolution can usually be reached. We encourage all parents/guardians to take this first step.

2. If the concern or complaint cannot be resolved with the first step, the parents/guardians should contact the principal. Once contact is made:

- The principal will confirm that the parents/guardians have attempted to resolve the concern with the classroom teacher or other school-based staff member.
- Usually, within five school days, the principal will attempt to resolve this concern or complaint as quickly and satisfactorily as possible by involving the parents/guardians and all pertinent staff members. If necessary, staff from other departments at the Jesse L. Starkey Administration Building may be included in this process.
- If the concern has not been resolved through the informal process outlined in steps one and two, the parents/guardians should contact the Office of School Administration and Operations, 301-934-7364, or 301-934-7316 to file a formal complaint.

### *Formal complaints*

A formal complaint can go through several levels. If a parent is unable to reach an informal complaint resolution after completing steps one and two, the following explains how to file a formal complaint:

1. The first step to filing a formal complaint is to contact the Office of School Administration and Operations at 301-934-7364, or 301-934-7316. Once a contact is made:

- An Assistant in School Administration and Operations will complete a record of a parents/guardians concern form and document all information provided.
- Contact will be made with the school administrators to review all information provided regarding the concern or complaint. If necessary, staff from other administrative departments may be included in the process.
- Contact with the parents/guardians by an Assistant in School Administration and Operations will usually be made within five school days regarding any decisions or resolutions.