

CHILICOTHE R-II SCHOOL DISTRICT

Grand River Technical School

Complaint Resolution Procedure for Improving America's Schools Act Programs Grievance Procedure

This complaint resolution procedure applies to all programs administered by the Department of Elementary and Secondary Education under the Goals 2000: Educate America Act and the Improving America's Schools Act (IASA).

A complaint is a formal allegation that a specific federal or state law or regulation has been violated, misapplied, 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. Such a complaint must be in writing and signed; it will provide specific details of the situation and indicate the law or regulation that is allegedly being violated, misapplied, or misinterpreted.

The following steps are proper procedures to be followed by a person with questions or complaints regarding the operation of the Chillicothe School District:

- **Complaints on behalf of individual students should first be addressed to the teacher.**
- **Unsettled matters on behalf of individual students, or problems and questions concerning individual schools, should be directed to the principal of the school.**
- **Unsettled matter from individual schools, or problems and questions concerning the school district, should be directed to the superintendent.**

If the matter cannot be settled satisfactorily by the superintendent, it should be brought to the Board of Education. Questions and comments submitted to the secretary of the Board in letter form will be brought to the attention of the entire Board at a regularly scheduled or called meeting. If necessary, a Board hearing will be scheduled to resolve the complaint. However, the decision of the Board shall be final except in the case of complaints concerning the administration of federal programs. In that case the complainant may go to the appropriate section of the Department of Elementary and Secondary Education and from there on to the United States Secretary of Education.

Anyone wishing more information about this procedure or how complaints are resolved may contact the Chillicothe R-II Schools' main office at 646-4566.

Grievances not settled satisfactorily may be brought to the Commission of the Council on Occupational Education, Grand River Technical School's accreditation council of which GRTS is in candidate status at the following address: Commission of the Council on Occupational Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350. Phone: 770-396-3898 or 800-917-2081.

Equal Opportunity: Grand River Technical School provides equal educational and employment opportunities and does not discriminate on the basis of gender, race, origin, creed, age, marital status or disability in its educational programs or activities, or its employment and personnel policies. Direct questions to: Chillicothe R-II Superintendent, EEO/AA Coordinator, 1020 Old Highway 36, Chillicothe, MO 64601.

Disabilities: In compliance with Title 11 of the Americans with Disabilities Act, Grand River Technical School will provide reasonable accommodations to disabled persons upon request. Requests should be directed to: Director, Grand River Technical School, 1200 Fair Street, Chillicothe, MO 64601; (660) 646-3414.