

COMPLAINT AND DISPUTE PROCEDURE FOR FEDERAL PROGRAMS

- I. First Level of Review: Principal/Administrator
 - A. The principal/administrator will investigate the circumstances of the complaint or dispute within seven (7) days after receipt of the complaint or dispute.
 - B. A formal meeting will be held within seven (7) days after the initial investigation with the principal/administrator and other appropriate persons at a mutually convenient time and place to review and resolve the complaint.
 - C. The principal/administrator will notify the complainant of the decision in writing within seven (7) days following the date of the meeting. The written decision shall include the complainant's right to appeal the decision to the superintendent.
- II. Second Level of Review: Office of Federal Programs
 - A. If the complaint is not satisfactorily resolved, a written request for review must be delivered to the office of federal programs within seven (7) days following the date of the principal/administrator's decision.
 - B. A formal meeting with a designee from the office of federal programs will be held at a mutually convenient time and place to review and resolve the complaint. A written decision shall be provided to the complainant within seven (7) days following the meeting. The written decision shall include the complainant's right to appeal the decision to the superintendent.
- III. Third Level of Review: Superintendent
 - A. If the complaint is not satisfactorily resolved, a written request for review must be delivered to the superintendent within seven (7) days following the date of the office of federal program's decision.
 - B. A formal meeting with the superintendent will be held at a mutually convenient time and place to review and resolve the complaint. A written decision shall be provided to the complainant within seven (7) days following the meeting. The written decision shall include the complainant's right to appeal the decision to the Rapid City Area Schools Board of Education.

IV. Final Level of Review: Rapid City Area Schools Board of Education

- A. If the complaint is not satisfactorily resolved with the superintendent, a written request for review must be delivered to the Rapid City Area Schools Board of Education within seven (7) days following the date of the superintendent's decision.
- B. A formal meeting shall be held at a mutually convenient time and place to review and resolve the complaint. A written decision shall be provided to the complainant within fifteen (15) days following the meeting. If a committee is appointed by the Rapid City Area Schools Board of Education to study a district wide issue, the time may be extended as mutually agreed, but not to exceed ninety (90) days.
- C. The written decision shall include the complainant's right to appeal the decision to the South Dakota Department of Education.

V. Review by South Dakota Department of Education

If the complaint is not satisfactorily resolved by the Rapid City Area Schools Board of Education, the complainant may appeal the decision to the South Dakota Department of Education. The complainant is advised to obtain and follow the South Dakota Department of Education's complaint policy at this level.

VI. Miscellaneous

If the district official does not issue a written decision within the appropriate timeframe provided by this policy, the complainant may request review at the next level.

Unless mutually agreed, seven (7) days is the maximum allowable time between the date a decision is rendered and the date a written request for review must be received at the next level. Should the complainant fail to properly request review in a timely manner, the complaint shall be deemed abandoned.

Adopted: 12/4/08