The following information is the complaint resolution process as recommended by the Department of Elementary and Secondary Education when a dispute arises regarding the education of a homeless child or youth:

1. School District Level -- Every effort will be made to resolve the complaint or dispute at the school district level before it is brought to the Department of Elementary and Secondary Education. It is the responsibility of the Riverview Gardens School District to inform the complainant of the district’s Complaint Resolution Procedure when a question concerning the education of a homeless child or youth arises.
2. Should you wish to appeal an enrollment decision, notify the district’s Homeless Coordinator. The Homeless Coordinator serves as a liaison between the homeless child and the school the child attends. Any district representative can identify and provide contact information for the Homeless Coordinator.
3. Request a copy of or access to the district board of education policies addressing the education of homeless children and youths and review them. Make an appointment with Deidre Townsend, Homeless Coordinator to discuss the complaint.
4. If the dispute is not resolved after the initial discussion with the Homeless Coordinator, the complainant can file a complaint in writing to the district’s Homeless Coordinator for further review.
5. In the complaint include a request that a written proposed resolution of the dispute or a plan of action be provided within five (5) business days\* of the date of the complaint was received by the district’s Homeless Coordinator. A review of the proposal or plan of action with the Homeless Coordinator should follow.
6. If the dispute is not resolved at the homeless coordinator level, the complaint will be forwarded to the Assistant Superintendent of Support Services for review followed by a meeting with the Asst. Superintendent to discuss the dispute. The complainant should request from the superintendent a written resolution within five (5) days\* of the date of discussion.
7. If the dispute is not resolved at the superintendent level, the complainant may take the batter before the administrative school board of education for resolution.
8. State Level-If the dispute is not resolved in a satisfactory manner at the school district level, the complaint may be brought to the Department of Elementary and Secondary Education. Complaints made under this process must be made in writing and signed by the complainant. The following steps are to be taken:
9. Address the complaint to the State Homeless Coordinator, Federal Discretionary Grants, P.O. Box 480, Jefferson City, MO 65102-0480.
10. Include in the complaint:
11. a detailed description of the dispute
12. the name(s) and age(s) of the children involved
13. the name(s) of the involved school district personnel and district(s) they represent
14. a description of attempts that were made to resolve the issue at the school district level.
15. The Director of Federal Discretionary Grants will inform the involved school district(s) of the complaint. The director or the director’s designee will gather needed information including documentation and statements of the parties and may conduct an independent investigation through an on-site visit if necessary.
16. Within thirty (30) days\* after receiving a complaint, the director will resolve the complaint and will inform the parties, in writing, of the decision.
17. If the complainant disagrees with the director’s decision, the complainant may, within ten (10) working days, appeal the decision to the Deputy Commissioner of Education. This appeal must be in writing and state why the complainant disagrees with the decision.
18. Within thirty (30) days\*\* after receiving the appeal, the Deputy Commissioner of Education will render a final administrative decision and notify the complainant and all other interested parties in writing.
19. While the dispute is ongoing, the child(ren) in question must be enrolled in school. If the dispute revolves around which school is the school of best interest for the child, the child shall remain in the school they are currently attending while the dispute is resolved, unless arrangements already implemented allow the child to attend the school of origin.

\*The parties may mutually agree on an extension; however every effort should be made to resolve the complaint in the shortest possible time.

\*\*Although the standard procedure allows thirty (30) days for a response, every effort will be made to resolve the complaint in the shortest possible time.