

COMPLAINT PROCEDURES for GIFTED SERVICES

Purpose:

This document sets forth the process for the resolution of gifted education complaints filed with the Holland Township School District

Authorization/Regulations:

The authority for the policies and procedures identified in this document is conferred at N.J.A.C. 18A:35-38.

General Requirement:

- 1. Filing a Complaint- A complaint may be filed by any party, including an individual or organization. The complaint must:**
 - a. Be in writing;
 - b. Contain a statement that the public school district has allegedly violated a requirement of state law(s) and/or regulations that apply to gifted education;
 - c. Include the facts on which the complaint is based.
- 2. Letter of Allegations**
 - a. The Letter of Allegations identified the alleged issues found in the complaint letter
 - b. The original Letter of Allegations is sent to the district superintendent with a copy sent to the gifted education director of the district as well as the parent and a third party complainant, if applicable
 - c. A copy of the written complaint is included with the Letter of Allegations.
- 3. Complaint Investigation**
 - a. The district shall conduct an investigation of the complaint which shall include a review of all relevant documentation and may include technical assistance by telephone or email and/or an on-site investigation.
 - b. Upon completion of the investigation, the district will determine whether the district complied with the applicable gifted education laws and regulations. Determination of compliance or noncompliance on each issue shall be based upon the facts and applicable law, regulations or standards. The district shall notify the parties, in writing, of the findings and the basis for such findings.
- 4. Letter of Findings**
 - a. The district sends a Letter of Findings jointly to the complainant, the superintendent of the district, the gifted coordinator, and the third party complainant, if applicable.
 - b. The Letter of Findings summarizes the complaint issues and results of the investigation.
 - i. If the district is found in compliance, the complaint file is closed.
 - ii. If the district is found in noncompliance, the Letter of Findings shall specify the required corrective action(s) to be taken by the district. The complaint file remains open until corrective action is completed.
 - c. District reviews the corrective action plan and makes adjustments to policy/procedure as applicable
 - d. If the district does not comply with the corrective action, sanctions, as appropriate may be implemented by the NJDOE.