

Public Complaints Procedure for Title Programs

I. Purpose:

- a. Outline the complaint procedures for federal programs, as outlined in Delaware Administrative Code.

II. Procedure:

- a. Complaints must be made within one (1) year of the alleged violation occurring.
- b. An individual may file a written, signed complaint to Providence Creek Academy Charter School regarding an alleged violation by the school for a federal statute or regulation that applies to a school program
- c. Complaints must contain a statement specifying the alleged violation, including pertaining facts and documents.
- d. The Head of School or designee will investigate the complaint and issue a written report, including the finding of facts, and a decision to the parties involved in the complaint within sixty (60) working days of the complaint's receipt.
- e. An appeal of Providence Creek Academy's decision may be made to the Delaware Department of Education, in accordance to the Delaware Administrative Code.

III. Responsibility:

- a. It is the responsibility of the community or any person bringing complaints to follow the procedure above. The school staff must take appropriate action when complaints are filed.