### Complaints

One of the roles of the **Private School Ombudsman** is to serve as the primary point of contact for addressing questions and concerns from both private school and public school officials. The Ombudsman is to monitor and enforce ESEA equitable services requirements to help ensure that equitable services requirements are provided to eligible private school students, teachers, other personnel and parents and families.

Private school officials have the right to file a complaint with the Oregon Department of Education (ODE) if they feel the school district did not:

* Complete the consultation in a timely and meaningful manner
* Give consideration to the views of the private school
* Provide equitable services

Every attempt should be made to resolve complaints with the school district before filing a complaint with ODE. In the event it becomes necessary to file a complaint with ODE, the complaint should be addressed to the Private School Ombudsman and provide as much detail about the nature of the complaint as indicated below:

* A statement that the SEA, LEA, or other entity receiving federal financial assistance has violated a requirement of a federal statute or regulation that applies to a program requiring equitable participation;
* The facts on which the statement is based and the specific statutory or regulatory requirement allegedly violated; and
* The signature of the complainant.

The complaint is sent to:

Joni Gilles, Private School Ombudsman

Oregon Department of Education

255 Capitol Street NE

Salem, OR 97310

Once the Ombudsman receives the complaint he/she will respond to the complaint in writing within 30 days. The Ombudsman’s response will include his/her decision and information about filing an appeal, if necessary.

In the event the complainant is dissatisfied with the decision of the Ombudsman, the complainant may appeal directly to the Secretary of Education at the US Department of Education within 30 days of the decision of the Ombudsman. The Secretary investigates and resolves the appeal no later than 120 days after receipt of the appeal.