

Complaint Process

ESEA Section 8501 and 8503

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

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

Process:

1. Every attempt should be made to resolve issue with the school district before filing a complaint. The complainant may request informal mediation by the Ombudsman and additional ODE Federal Program staff.
2. If it becomes necessary to file a complaint, the complaint should be addressed to the Private School Ombudsman, Janette Newton (Janette.Newton@ode.oregon.gov).
3. The complaint should contain the following detail:
 - a. Description of how the district has violated a requirement of a federal statute or regulation that applies to a program requiring equitable services.
 - b. Documentation that supports the complaint.
 - c. Signature (electronic/e-mail signatures are acceptable).
4. Upon receipt of the complaint, the written complaint will be promptly acknowledged and investigated. ODE will send a copy of the complaint to all parties involved, including the LEA. Those entities will be allowed to respond to the complaint in writing within fifteen (15) calendar days of receipt.
5. The appropriate program staff, including the Private School Ombudsman, will conduct a review of the complaint. If necessary an on-site review may be conducted and additional documentation may be requested.
6. Within thirty (30) days of receiving the complaint, the Private School Ombudsman will respond to the complaint in writing. The response will include the decision and information about filing an appeal.
7. The complainant may appeal directly to the Secretary of Education at the US Department of Education within thirty (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. Appeals should be sent to US Department of Education, Assistant Secretary for Elementary and Secondary Education, 400 Maryland Avenue SW, Washington DC 20202. They may also be sent electronically to OESE@ed.gov or ONPE@ed.gov