Indianapolis Public Schools

Federal & Special Programs

Complaint Procedures under Title I, Part A of the Elementary and Secondary Education Act of 1965 (ESEA)

Indianapolis Public Schools is committed to open communication between staff and parents at the district’s Title I, Part A schools to assist in reaching the goal of educating all students. We are aware that disagreements may occasionally arise and are adopting a proactive approach to resolving concerns in a timely manner. The processes outlined below have been designed to resolve complaints involving Title I, Part A programs and services, and Title I staff. Any Title I, Part A concerns that may violate IPS policy or applicable law should be submitted to the Director of Federal & Special Programs, whose contact information is provided below.

Filing a Complaint — Person with complaint takes the following steps:

STEP 1. Gather all information pertinent to the complaint.
STEP 2. Fill out the complaint form. Please be as specific as possible when filling out the form.
STEP 3. Follow the complaint process identified in your child’s school handbook.
STEP 4. Collaborate closely with the school principal and other key leadership (e.g., Executive Director of Schools, LEA Nonpublic School representative, etc.) to resolve the complaint.
STEP 5. If the issue is not resolved, send the complaint form to the Federal & Special Programs at the address listed on the form.

Response to Complaint — Central Office staff does the following:¹

• Investigates the complaint by speaking with the originator(s) of the complaint, as well as any other relevant parties, and collects available and relevant evidence. This is typically done within five (5) business days after the receipt of the complaint. Meetings with other officials from the district may be scheduled to resolve the complaint.

Additional Steps (if required)

STEP 1. If a party is not satisfied with the recommended resolution, the concerned party can submit a written appeal to the Superintendent within (5) business days after the receipt of the recommended resolution.

STEP 2. The Superintendent or designee will review the recommendation and written appeal. The Superintendent or designee can accept or modify the recommendation and will promptly advise involved parties of the decision, which is final.

STEP 3. If additional procedures beyond the state department of education are required in the resolution of the complaint, they will occur in accordance with the federal ESSA (Every Student Succeeds Act) legislation.

Contact for Complaints

Bridgette Robinson, DBA
Federal & Special Programs
Indianapolis Public Schools
120 East Walnut Street
Indianapolis, Indiana 46204

¹ The IPS Employee Relations Team will be included as needed and the Director of Federal & Special Programs may contact the Indiana Department of Education’s Title 1, Part A office for guidance at any time.
Indianapolis Public Schools
Federal & Special Programs
Complaint Form
Title I, Part A of the Elementary and Secondary Education Act of 1965 (ESEA)

Name__________________________________________________________

Address_____________________________________________________

Phone Number ________________________ Date ________________

Nature of Complaint

Do Not Write Below This Line (OFFICE USE ONLY)

Date Received in Federal & Special Programs Office ________________

Date of Conference Date Resolved

Resolution