

State Programs Uniform System to Process Complaints

	Notice of Action	Lawful Grievance/Complaint	Williams Settlement Complaints	Uniform Complaint Procedures
Type of Complaint	Parent/Guardian disagrees with the action taken as documented on the Notice of Action Examples: <ul style="list-style-type: none"> • Termination of services • Denial of services • Reduction in child care hours 	Parent/Guardian/Community concerns that are not complaints of unlawful discrimination or alleged violations of laws/regulations Examples: <ul style="list-style-type: none"> • Hiring and evaluation of staff • Selection of materials • Student discipline • Dress codes 	Complaints regarding alleged deficiencies related to instructional materials, the condition of a facility that is not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment	Complaints of unlawful discrimination and alleged violations of federal or state laws, or regulations governing educational programs
Agency responsible to process complaint	Local Agency <ul style="list-style-type: none"> • Appeal Coordinator 	Local Agency <ul style="list-style-type: none"> • Staff • Site Supervisor or Director 	Local Educational Agency <ul style="list-style-type: none"> • SCOE Designee 	Local Educational Agency <ul style="list-style-type: none"> • SCOE Designee
Required Documents	<ul style="list-style-type: none"> • Notice of Action 	<ul style="list-style-type: none"> • Written Statement 	<ul style="list-style-type: none"> • Williams Complaint Notice • Williams Complaint Form or written statement 	<ul style="list-style-type: none"> • Uniform Complaint Procedure • Written statement
Notification Requirements	<ul style="list-style-type: none"> • Include page 2 with every Notice of Action • Ongoing 	<ul style="list-style-type: none"> • Include process in program guide 	<ul style="list-style-type: none"> • Disseminate annually and post in classroom 	<ul style="list-style-type: none"> • Disseminate annually and post in classroom