

Complaint Resolution for Improving America's Schools Act

This complaint resolution procedure applies to all programs administered by the Missouri Department of Elementary and Secondary Education under the Goals 2000: Educate America Act and the Improving America's Schools Act (IASA).

A complaint is a formal allegation that a specific federal or state law or regulation has been violated, misapplied, or misinterpreted by the school district personnel or by the Department of Education personnel.

Any parent or guardian, surrogate parent, teacher, administrator, school board member, or other person directly involved with an activity, program, or project operated under the general supervision of the Department may file a complaint. Such a complaint must be in writing and signed; it will provide specific details of the situation and indicate the law or regulation that is allegedly being violated, misapplied, or misinterpreted.

The following steps are proper procedures to be followed by persons with questions or complaints regarding the operation of the Savannah R-III School District:

1. Complaints on behalf of individual students should be first addressed to the teacher.
2. Unsettled matters from (1) above, or problems and questions concerning individual schools, should be directed to the principal of the school.
3. Unsettled matters from (2) above, or problems and questions concerning the school district, should be directed to the assistant superintendent.
4. Unsettled matters from (3) above, or problems and questions concerning the school district, should be directed to the superintendent.
4. If the matter cannot be settled satisfactorily, it should be brought to the Board of Education.

Questions and comments submitted to the secretary of the Board in letter form will be brought to the attention of the entire Board at a regularly scheduled or called meeting. If necessary, a Board hearing will be scheduled to resolve the complaint. However, the decision of the Board will be final except in the case of complaints concerning the administration of Federal programs. In that case the complainant may go to the appropriate section of the Department of Elementary and Secondary Education and from there on to the United States Secretary of Education.

Anyone wishing more information about this procedure or how complaints are resolved may contact the Savannah R-III School District Office, 408 W. Market, Savannah, MO 64485. Phone (816) 324-3144.