



State of Hawaii
Department of Education

School Transformation Branch
2705 Kaimuki Avenue, Room D105
Honolulu, HI 96816

COMPLAINT PROCEDURES FOR TITLE I SCHOOLS

The Hawaii State Department of Education (HIDOE) is committed to open communication with Title I schools. As part of its procedures, it disseminates, free of charge, adequate information about the complaint procedures to parents of students, and appropriate Title I school officials and representatives [34 CFR 299.11(c)]. The HIDOE is aware that disagreements may arise periodically. These disagreements need to be resolved in a timely fashion. The following procedures have been developed to handle complaints dealing with Title I programs, services, and staff members. All Title I complaints are to be directed to the Title I Program Manager of the Specific Program (Title I PMSP) using procedures outlined below.

Filing a Complaint:

- Gather all information dealing with the complaint.
- Fill out the Complaint Form, including signature. Be specific.
- The complainant must include a statement of what requirement, Federal statute, or regulation the State Educational Agency (SEA) violated that applies to the program and include the facts on which the statement is based and the specific requirement allegedly violated.
- Mail or fax the Complaint Form to the Title I PMSP at the address listed on the form.

Response from Title I Program Manager of Specific Program:

- Title I PMSP will review the completed Complaint Form.
- Title I PMSP will contact and set up an appointment with the complainant to resolve the complaint. This will usually occur within five (5) working days after receipt of the complaint.
- Title I PMSP will resolve the complaint in writing within 60 days following receipt of the complaint, including an independent on-site investigation, if necessary.
- The time limit of 60 days will only extend if exceptional circumstances exist. The timeline of 60 days applies to Additional Steps section below.

Additional Steps (if required):

- If the complaint cannot be resolved by the Title I PMSP, a meeting will be set up with the HIDOE School Transformation Branch Administrator, the Title I PMSP, and the concerned parties.
- HIDOE School Transformation Branch Administrator will work with the Title I PMSP to resolve the complaint.
- If the issue is still unresolved, the HIDOE Assistant Superintendent of the Office of Curriculum, Instruction and Student Support (OCISS) will contact the HIDOE Superintendent or designee for guidance.
- Meetings with officials from HIDOE may be scheduled in order to resolve the complaint.
- If additional steps are required in the resolution of the complaint, these steps will occur in accordance with the federal No Child Left Behind legislation, including 34 CFR 299.11(c) wherein the complainant has the right to request that the Secretary of Education review the final decision of the SEA, at the Secretary's discretion.

Contact for Complaints

Title I Program Manager
Hawaii Department of Education
School Transformation Branch
2705 Kaimuki Avenue, Room D105, Honolulu, HI 96816
Phone: 808-305-9850 Fax: 808-733-4990