

# Consultation and Complaint Procedures for Parents

## TITLE I PROGRAM

### CONSULTATION

Miami-Dade County Public Schools Title I Administration seeks to provide high quality services to the students, parents and communities of all eligible public schools participating in the Title I Program. Additionally, this mission extends to neglected and delinquent centers as well as eligible non-public schools. The goal is to serve the needs of children and deliver services with the highest integrity and professionalism, providing them with a fair, equal, and significant opportunity to obtain a high-quality education. In implementing the components, services, and activities of the Title I Program, Title I Administration strives to comply with all provisions of applicable federal and state laws, in particular the *NCLB Act*, and non-regulatory guidance that set the parameters and standards for the implementation of the program. To this end, the following procedures for providing input, comments, suggestions or filing a complaint, are available to parties who, in good faith, believe that services are not being delivered in compliance with federal and state laws and regulatory guidance relative to Title I.

#### Parent Advisory Councils/District Advisory Council

The District provides several forums for parents to provide feedback and input regarding the Title I Program implementation. In addition to the annual and ongoing parent meetings at each participating Title I school, Parent Advisory Councils (PAC) have been established representing each of the three Region Centers that comprise the District. Parents in each individual school elect, at the annual meeting at the beginning of school, a representative for the school to serve on the PAC. A District Advisory Council (DAC), comprised of representatives of each PAC, has also been established to consult with the District in the planning and implementation of the Title I Program. The DAC promotes awareness of the program with parents and communities of Title I schools within the District and holds meetings during the school year. Individuals seeking to provide input, comments or suggestions can utilize the PAC as a vehicle. The DAC leadership holds regular meetings with Title I Administration staff to discuss program implementation issues that are brought up by its constituents.

#### Other Opportunities for Input

The District also facilitates other opportunities for parents to voice concerns through yearly school climate surveys administered by the District and parental involvement surveys conducted by the Office of Program Evaluation, and funded through Title I Administration. Data gathered from these sources assist the District in developing a LEA Plan that addresses the needs and concerns of parents and provides opportunities for parents to formulate suggestions and to participate in the decision-making process relative to the education of their children.

### COMPLAINT PROCEDURES

A student, parent or employee, who in good faith, believes that the District has violated federal law and state regulatory guidance pertaining to the delivery of Title I services and programs, and the allegations cannot be resolved with the schoolsite administrators and Region administrators, may file a formal complaint, as follows:

1. A formal allegation regarding a violation of federal law and state regulatory guidance pertaining to the delivery of Title I services and programs may be filed in writing within 30 days of the incident and should specifically state the facts about the alleged incident(s) and the provision of law or rule being violated. Such a complaint must be forwarded to:

**Mr. Edgardo L. Reyes, Administrative Director**  
**Title I Administration and Federal/State Fiscal Operations**  
**Miami-Dade County Public Schools**  
**1450 NE 2nd Avenue, Suite 500**  
**Miami, Florida 33132**  
**Tel. 305 995-7681**

2. The Administrative Director should hold a meeting with the Complainant within 10 business days. The Administrative Director shall make every effort to review the allegation(s) and resolve the matter to the satisfaction of the complainant. A written notice of the resolution or non-resolution of the matter shall be forwarded to the complainant.

3. If no resolution can be reached, the complainant can appeal the determination with the Assistant Superintendent, Early Childhood, Exceptional Student Education, and Title I Programs.

4. If the Complainant feels that the complaint with the District has not been resolved to his/her satisfaction, he/she may file a complaint with the Florida Department of Education, providing the basis for the complaint.