



## SECTION III: STUDENT POLICIES 3220

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### Federal Programs Complaint Policy and Procedure

Any parent, teacher, individual, or organization with a complaint with regard to Federal Programs covered under the reauthorized *Elementary and Secondary Education Act (ESEA)* at Oklahoma Virtual Charter Academy may make the complaint known to the Head of School or with the General Counsel of the State Department of Education. Within thirty (30) days of receipt of the complaint, Oklahoma Virtua Charter Academy will conduct an investigation of the allegation and resolve the complaint. The investigation shall include opportunities for the complainant or the complainant's representative to present evidence and question witnesses. Subsequent to the investigation and resolution, a report of findings will be filed with the General Counsel of the State Department of Education and the complainant.

Oklahoma Virtual Charter Academy is required to review all complaints made concerning a covered program if:

1. the complaint is in written form and alleges that Federal Program requirements have been violated;
2. the complaint is signed;
3. the complaint includes the facts on which the statement is based and the specific program requirement alleged to have been violated; and
4. the complaint includes information supporting the allegation along with the allegation.

If the complaint has not been resolved to the satisfaction of the complainant, a hearing shall be conducted by the Oklahoma Virtual Charter Academy Board within 30 days of receipt of written request for such a hearing. The hearing shall include opportunities for the complainant or complainant's representative to present evidence and question witnesses.

The complainant has the right to appeal the decision of Insight School of Oklahoma to the General Counsel of the State Department of Education, Oklahoma City, Oklahoma, 73105.

A complaint made directly to the State Department of Education (SDE) without previously being filed with Oklahoma Virtual Charter Academy will be reviewed by the SDE to determine if an investigation is warranted by the SDE because of the seriousness of the complaint or if the complaint shall be returned to the complainant to be filed with Oklahoma Virtual Charter Academy. Complaints forwarded to this district shall be investigated within 30 days of receipt of the complaint by Oklahoma Virtual Charter Academy.