

In this document, we have shared the complaint processes as stated in the student handbook. We always strive to work collaboratively with our students and their families. If you have a concern or complaint, please reach out so that we can work together on a solution. We recommend starting with your child's teacher. You can also send a message to info@afiakc.org or email our school principal directly at karren.colbert@afiakc.org. We appreciate your partnership.

Complaint Process

In the event that a parent/guardian, staff member or community member has a concern that cannot be adequately resolved with an individual, they may seek assistance through the following process:

- Discussion with the student's teacher
- Discussion with the school principal
- Discussion with the Executive Director
- File a formal complaint with the Board of Directors

The Board of Directors will address complaints only after the concern has been addressed and unsuccessfully resolved with the school administrator. Complaints must be made in writing and addressed to:

Board President
Academy for the Integrated Arts
7910 Troost Avenue
Kansas City, MO 64131
BoardofDirectors@afiakc.org

Complaint Procedures related to ESSA

All schools receiving federal funds are required to disseminate, free of charge, information regarding ESSA complaint procedures to parents/guardians of students and appropriate private school officials or representatives. A full guide can be accessed online via this link: <https://dese.mo.gov/sites/default/files/qs-fedcomp-Complaint-Procedures-ESSA.pdf>.

The following outlines how to file a complaint about any of the programs that are administered by the Missouri Department of Elementary and Secondary Education (the Department) under the Every Student Succeeds Act of 2015 (ESSA). Programs include Title I. A, B, C, D, Title II, Title III, Title IV.A, and Title V.

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1. What is a complaint?

For these purposes, a complaint is a written allegation that a local education agency (LEA) or the Missouri Department of Elementary and Secondary Education (the Department) has violated a federal statute or regulation that applies to a program under ESSA.

2. Who may file a complaint?

Any individual or organization may file a complaint.

3. How can a complaint be filed?

Complaints can be filed with the LEA or with the Department.

4. How will a complaint filed with the LEA be investigated?

Complaints filed with the LEA are to be investigated and attempted to be resolved according to the locally developed and adopted procedures.

5. What happens if a complaint is not resolved at the local level (LEA)?

A complaint not resolved at the local level may be appealed to the Department.

6. How can a complaint be filed with the Department? A complaint filed with the Department must be a written, signed statement that includes:

- A statement that a requirement that applies to an ESSA program has been violated by the LEA or the Department, and
- The facts on which the statement is based and the specific requirement allegedly violated.

7. How will a complaint filed with the Department be investigated? The investigation and complaint resolution proceedings will be completed within a time limit of forty-five calendar days. That time limit can be extended by the agreement of all parties.

The following activities will occur in the investigation:

1. **Record.** A written record of the investigation will be kept.
2. **Notification of LEA.** The LEA will be notified of the complaint within five days of the complaint being filed.
3. **Resolution at LEA.** The LEA will then initiate its local complaint procedures in an effort to first resolve the complaint at the local level.
4. **Report by LEA.** Within thirty-five days of the complaint being filed, the LEA will submit a written summary of the LEA investigation and complaint resolution. This report is considered public record and may be made available to parents/guardians, teachers, and other members of the general public.
5. **Verification.** Within five days of receiving the written summary of a complaint resolution, the Department will verify the resolution of the complaint through an on-site visit, letter, or telephone call(s).
6. **Appeal.** The complainant or the LEA may appeal the decision of the Department to the U.S. Department of Education.
7. How are complaints related to equitable services to nonpublic school children handled differently? In addition to the procedures listed above, complaints related to equitable services will also be filed with the U.S. Department of Education, and they will receive all information related to the investigation and resolution of the complaint. Also, appeals to the United States Department of Education must be filed no longer than thirty days following the Department's resolution of the complaint (or its failure to resolve the complaint).
8. How will appeals to the Department be investigated? The Department will initiate an investigation within ten days, which will be concluded within thirty days from the day of the appeal. This investigation may be continued beyond the thirty-day limit at the discretion of the Department. At the conclusion of the investigation, the Department will communicate the decision and reasons for the decision to the complainant and the LEA. Recommendations and details of the decision are to be implemented within fifteen days of the decision being delivered to the LEA.
9. What happens if a complaint is not resolved at the state level (the Department)? The complainant or the LEA may appeal the decision of the Department to the United States Department of Education.

McKinney-Vento Homeless Act

AFIA is committed to providing equal access for all eligible homeless students. The board has developed policies and procedures to fully comply with the McKinney-Vento Homeless Act. Copies of board policies pertaining to the McKinney-Vento Homeless Act can be obtained through the front office.

Identification

A student who qualifies for services under the McKinney-Vento Act will be considered a "Youth in Transition" if they are an unaccompanied minor and/or lacks a fixed, regular and adequate residence, and finds true one or more of the following:

- (i) sharing the housing of another person due to loss of housing, economic hardship, or a similar reason; (ii) living in a motel, hotel trailer park, or campground due to economic hardship and lack of adequate alternative accommodations; (iii) living in emergency or transitional shelters; (iv) abandoned in a hospital or awaiting foster

- care placement;
- have a primary residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings;
- living in a car, park, public space, abandoned building, substandard housing, bus or train station, or similar setting;
- is determined to qualify for migratory services as defined by Section 1309 of the Elementary and Secondary Education Act of 1965, and who may qualify as a Youth in Transition because the child is living in a circumstance as identified above

Services

AFIA Board has appointed Jenessa Daniels, Family School Liaison, as the Coordinator of Programs for Youth in Transition. The Coordinator will:

- Establishes practices designed to ensure the school enrollment and success of Youth in Transition

Complaint Procedures related the McKinney-Vento Act

Any Youth in Transition or their parent/caregiver may file a complaint regarding placement or access to educational programs by submitting a written complaint to the Youth in Transition Coordinator. If the Coordinator is unable to resolve the complaint within five (5) school days of receipt of such complaint, unresolved complaints will be forwarded to the Principal who will contact the complainant to discuss the complaint. If the complainant requests to meet with the Principal in person, the Principal will, at the Principal's reasonable discretion, (i) meet with the complainant at an agreed upon time at the Academy for Integrated Arts; or (ii) decline to meet with the complainant. Within five (5) school days of the Principal's receipt of the complainant's request for a meeting or within five (5) school days of the Principal declining such a request for a meeting, the Principal will prepare and forward a written decision to the complainant. Thereafter, the complainant may appeal to the Board within five (5) school days of receipt of the Principal's written decision by submitting a written description of the complaint to:

Board President
Academy for the Integrated Arts
7910 Troost Avenue
Kansas City, MO 64131
BoardofDirectors@afiakc.org

The Board of Directors will review the complaint during their next regularly scheduled Board Meeting and follow up with the parent/guardian within ten days of that meeting.

Thereafter, the complainant may forward the complaint to Department of Elementary and Secondary Education's Director of Federal Grants.