

Complaint Procedures under the Every Student Succeeds Act

A. Grounds for a Complaint

Any individual, organization or agency (“complainant”) may file a complaint with Aspire Charter Academy and or National Heritage Academies if that individual, organization or agency believes and alleges that a violation of a Federal statute or regulation that applies to a program under the Every Student Succeeds Act has occurred. The complaint must allege a violation that occurred not more than one (1) year prior to the date that the complaint is received, unless a longer period is reasonable because the violation is considered systemic or ongoing.

B. Federal Programs for Which Complaints Can Be Filed (if applicable – school may not receive funds from all grants listed below)

1. Title I, Part A: Improving Basic Programs Operated by Local Educational Agencies
2. Title I, Part C: Education of Migratory Children
3. Title I, Part D: Prevention and Intervention Programs for Children and Youth Who Are Neglected, Delinquent, or At-Risk
4. Title II, Part A: Teacher and Principal Training and Recruiting Fund
5. Title II, Part D: Enhancing Education Through Technology
6. Title III, Part A: English Language Acquisition, Language Enhancement, and Academic Achievement
7. Title IV, Part A, Subpart 1: Student Support and Academic Enrichment
8. Title IX, Part E, Subpart 1, Section 9503: Complaint Process for Participation of Private School Children

C. Filing a Complaint

A formal complaint must be filed in writing to Aspire Charter Academy and or National Heritage Academies .


The complaint must include the following:

1. A statement that the LEA has violated a requirement of a Federal statute or regulation that applies to an applicable program;
2. The date on which the violation occurred;
3. The facts on which the statement is based and the specific requirement allegedly violated (include citation to the Federal statute or regulation);
4. A list of names and telephone numbers of individuals who can provide additional information;
5. Copies of all applicable documents supporting the complaint’s position; and
6. The address of the complaint.

D. Investigation of Complaint

Within ten (10) days of receipt of the complaint, National Heritage Academies will issue a Letter of Acknowledgement to the complainant that contains the following information:

1. The date the Department received the complaint;
2. How the complainant may provide additional information;
3. A statement of the ways in which the Department may investigate or address the complaint; and
4. Any other pertinent information.




If additional information or an investigation is necessary, National Heritage Academies will have sixty (60) days from receipt of the information or completion of the investigation to issue a Letter of Findings. If the Letter of Findings indicates that a violation has been found, corrective action will be required and timelines for completion will be included. Either the 30-day or the 60-day timelines outlined above may be extended, if exceptional circumstances exist. The Letter of Findings will be sent directly to the complainant.

E. Right of Appeal

If the complaint cannot be resolved at the local level, the complainant has the right to request review of the decision by the Indiana Department of Education. The appeal must be accompanied by a copy of the Superintendent's decision and include a complete statement of the reasons supporting the appeal.

The complaint must be addressed to:
Indiana Department of Education
Office of Legal Affairs
South Tower, Suite 600
115 W. Washington Street
Indianapolis, IN 46204



**National Heritage Academies Complaint Form for Federal Programs
Under Every Student Succeeds Act**

Please Print

Name of (Complainant):

Mailing Address:

Phone Number (home):

Phone Number (work):

Person/department complaint is being filed against:

Date on which violation occurred:

Statement that Andrew J. Brown and or National Heritage Academies have violated a requirement of a Federal statute or regulation that applies to an applicable program (include citation to the Federal statute or regulation) (attach additional sheets if necessary):

The facts on which the statement is based and the specific requirement allegedly violated (attach additional sheets if necessary):

List the names and telephone numbers of individuals who can provide additional information.

Please attach/enclose copies of all applicable documents supporting your position.

Signature of Complainant:

Date:

Mail or deliver this form to:
National Heritage Academies
Employee Relations
3850 Broadmoor Ave
Suite 201
Grand Rapids, MI 49512

Date Received:

Date of Response to Claimant: