

# NCLB Complaint Process

Section 9304(a)(3)(C) of the Elementary and Secondary Education Act of 1965 as amended by the No Child Left Behind (NCLB) Act of 2001 (P.L. 107-110) requires states to adopt written procedures for the receipt and resolution of complaints alleging violations of law in the administration of the programs in P.L. 107-110.

## Complaint Procedures for NCLB

Individuals filing complaints must include the following written information:

- The name of school, campus, or school employee alleged to have violated a specific federal requirement.
- The specific requirement you believe is violated.
- The actions, facts and documentation on which you base your complaint.
- Documentation of the efforts to resolve the complaint through the local parent complaint process.
- The resolution you expect.

Written complaints are accepted by mail, fax, e-mail, or in person. TEA must be able to verify the complainant's name, phone number, and address in order to acknowledge receipt of the complaint. TEA will not be able to appropriately respond to the complaint without contact information. TEA requests a signature of the person filing the complaint.

### Send complaints to:

Complaints Management | Texas Education Agency | 1701 N. Congress Ave. | Austin, TX 78701  
Main TEA Tel (512) 463-9734 | Main TEA Fax (512) 463-9008 | E-Mail  
[ComplaintsManagement@tea.state.tx.us](mailto:ComplaintsManagement@tea.state.tx.us)

Written complaints are forwarded to the appropriate TEA Division for review and response. If additional information is needed, the TEA Division will contact the person filing the complaint.

## Complaint Resolution for NCLB

TEA will respond to complaints about the requirements of NCLB **within 60 days of receipt**, unless an extension is needed because of extenuating circumstances. Complainants will be notified, in writing, if an extension will be needed and the reasons for the extension. The written resolution will include:

- A statement of the federal program requirements involved.
- A summary of the information, records, or data reviewed and considered.
- The findings of fact.
- The conclusions for each allegation, including the reasons for the conclusion.
- Any technical assistance, negotiation, or corrective action that must occur and when the action must occur.

The written resolution will be mailed to the complainant and the superintendent of the school district or charter school against whom the allegations were made.

## Local Level Resolution for NCLB Complaints

Every effort should be made to resolve the complaint at the district or school level before filing a complaint with the TEA. Typically, the school board policy will describe the parent grievance procedures. The local policy may require a meeting with the principal, central office administrators, and the school board. Once the local complaint process has been completed, the complaint may be submitted to the TEA.

## Questions or Assistance about [NCLB](#)

If you have questions about the NCLB complaint process or wish to speak to a program director about your NCLB complaint, please call the TEA Division of NCLB Program Coordination at (512) 463-9374.

## Major Programs included in the Elementary and Secondary Act of 1965 as amended by the NCLB Act of 2001

PROGRAMS	DESCRIPTION
Title I	Improving the Academic Achievement of the Disadvantaged
Title I, Part A	Improving Basic Programs Operated by Local Educational Agencies
Title I School Improvement Program	Title I School Improvement Program
Title I, Part B, Subpart 1	Reading First
Title I, Part B, Subpart 3	William F. Goodling Even Start Family Literacy Program
Title I, Part C	Education of Migratory Children
Title I, Part D	Prevention and Intervention Programs for Children and Youth Who Are Neglected, Delinquent, or At-Risk
Title I, Part F	Comprehensive School Reform
Title II	Preparing, Training, and Recruiting High Quality Teachers and Principals
Title II, Part A	Teacher and Principal Training and Recruiting Fund
Title II, Part D	Enhancing Education through Technology
Title III	Language Instruction for Limited English Proficient and Immigrant Students
Title III, Part A	English Language Acquisition, Language Enhancement, and Academic Achievement
Title IV	21 <sup>st</sup> Century Schools
Title IV, Part A, Subpart 1	Safe and Drug Free Schools and Communities
Title IV, Part B	21 <sup>st</sup> Century Community Learning Centers
Title V	Promoting Informed Parental Choice and Innovative Programs

Title V, Part A	Innovative Programs
Title VI	Flexibility and Accountability
Title VI, Part A, Subpart 1	Improving Academic Achievement, Accountability, Grants for State Assessments and Enhanced Assessments
Title VI, Part B, Subpart 1	Small, Rural School Achievement Program
Title VI, Part B, Subpart 2	Rural and Low-Income Schools
Title IX	General Provisions
Title IX, Part E (section 9532)	Unsafe School Choice Option
Title X	Repeals, Redesignations, and Amendments to Other Statutes
Title X, Part C	McKinney-Vento Homeless Education Assistance Improvements