



TULSA HONOR ACADEMY
... ACADEMICS - CHARACTER - EXCELLENCE ...

HOMELESS COMPLAINT RESOLUTION PROCEDURES

RIGHTS UNDER MCKINNEY-VENTO

The federal McKinney-Vento (MV) Education of Homeless Children and Youth program requires equal access to public schools by homeless scholars and other educational support. Among the provisions is the right of homeless parents and unaccompanied homeless youth to dispute the Tulsa Honor Academy (THA) determination of school placement and MV eligibility.

COMPLAINT PROCEDURES OVERVIEW

Per the Oklahoma State Department of Education's (OSDE) guidelines, every effort is made to resolve the complaint at the school district level before it is brought to the OSDE. It is the responsibility of THA to inform the complainant of the district's Complaint Resolution Procedure when a question concerning the education of a homeless child or youth arises.

If a dispute arises regarding the education of a homeless child or youth, the scholar(s) in question must be enrolled in and attending school. If the dispute revolves around which school is the school of best interest for the scholar, the scholar shall remain in the school they currently attend until the dispute is resolved, or until arrangements already implemented allow the child to attend the school or origin.

Tulsa Honor Academy has established the following procedure for receiving and resolving disputes pertaining to the transition of children and youth experiencing homelessness as identified under the McKinney-Vento Act.

COMPLAINT CONTENTS - ALL LEVELS

Individuals filing a complaint **must** include the following information in their complaint:

- A request that a written proposed resolution of the dispute be provided within five (5) business days of the date the written complaint was received by THA's homeless liaison, unless a mutually agreed extension is determined.
- The name of the school or school employee alleged to have violated a requirement.
- The specific requirement you believe has been violated.
- The actions, facts, and documentation on which you base your complaint.
- Documentation of the efforts to resolve the complaint through the local complaint process.
- A review of the proposal or plan of action you expect in the outcome.

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



Mail complaints to: Tulsa Honor Academy
Attn. Elsie Urueta Pollock, Chief Executive Office
1421 S. Sheridan Rd. Tulsa, OK 74112
Email complaints to: questions@tulsahonor.org
In Person Delivery at: 1421 S Sheridan Road

HOMELESS LIAISON LEVEL

Notify THA's homeless liaison.

- Request a copy or access to THA's policies addressing the education of homeless children and youths for review.
- Schedule an appointment with the district homeless liaison to discuss the complaint. The liaison can be reached at 918-324-4768.

If the dispute is not resolved after the discussion with the Liaison, the complaint may be forwarded to the School Principal or designee, for further review.

SCHOOL LEVEL

- When forwarding the complaint to the School Principal, the complaint must include a request that a written proposed resolution of the dispute or a plan of action be provided within five (5) business days of the date the complaint was received by the School Principal or designee.
- A review of the proposal or plan of action will follow.
- The complainant and School Principal may mutually agree on an extension; however, every effort will be made to resolve the issue in the shortest possible time frame.

If the dispute is not resolved at the School Principal level, the complaint can be forwarded to the District Superintendent for a review.

DISTRICT LEVEL

If the dispute is not resolved with THA's homeless liaison level or School Principal, the complaint can be forwarded to the Superintendent or designee for review, and then followed by a meeting to discuss the dispute. This is not automatically done and must be submitted by the Complainant.

- A request should be made from the Superintendent a written resolution within five (5) business days of the date of the discussion/meeting. A mutually agreed upon extension can be done.
- If the dispute is not resolved at the District level, the complainant may take the matter before the School District Board of Education for Resolution by sending it to questions@tulsahonor.org.

If the dispute is not resolved in a satisfactory manner at the district level, the complaint may be brought to the Oklahoma State Department of Education.



STATE LEVEL

If the complaint cannot be resolved in a satisfactory manner at the District level, the complaint may be brought to the Oklahoma State Department of Education. The complaint must be in writing and signed by the complainant. Complaints made under this process must also be made in writing and signed by the complainant.

It must also include:

- A detailed description of the dispute,
- The name(s) and age(s) of the children involved,
- The name(s) of involved school district personnel and the district they represent,
- A description of the attempts that were made to resolve the issue at the District Level. .

The complaint should be mailed to:

Oklahoma State Department of Education,
State Homeless Coordinator
2500 North Lincoln Boulevard
Oklahoma City, Oklahoma 73105

The Team Leader of the Office of Grants Planning will inform THA of the complaint. The Team Leader or designee will gather needed information, including documentation and statements of all parties involved and may conduct an independent investigation through an on-site visit if necessary.

Within thirty (30) days after receiving and investigating the complaint, a determination regarding the allegations on the complaint will be made, and all parties will be informed in writing. A mutually agreed extension may be agreed on, but every effort should be made to resolve the complaint in the shortest possible time.

- If a complainant disagrees with the decision, they may appeal to the Deputy State Superintendent of Public Instruction within ten (10) working days. The appeal must be in writing and state the reasons why the complainant disagrees with the Team Leader's decision.

Within thirty (30) days of receiving the appeal, the Deputy State Secretary of Public Instruction will render a final decision and notify the complainant and all other interested parties in writing. Every effort will be made to resolve the complaint in the shortest possible time.

REFERENCES:

McKinney-Vento Homeless Education Act of 2001
42 U.S.C. §§ 11431, et. seq. (Chapter 119), as amended by the
No Child Left Behind Act.