FEDERAL PROGRAMS COMPLAINT PROCESS

COMPLAINT PROCEDURES FOR ESSA
Individuals filing complaints must include the following written information:

- The name of the school or school employee alleged to have violated a specific federal 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 parent complaint process.
- The resolution you expect.

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.

Send complaints to:
Tulsa Honor Academy
Attn. Elsie Urueta Pollock, Chief Executive Officer
1421 S. Sheridan Rd. Tulsa, OK 74112 | (918) 324-4768 | questions@tulsahonor.org

COMPLAINT RESOLUTION FOR ESSA
The school will respond to complaints about the requirements of ESSA 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:

1. A statement of the federal program requirements involved.
2. A summary of the information, records, or data reviewed and considered.
3. The findings of fact.
4. The conclusions for each allegation, including the reasons for the conclusion.
5. 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 a copy will be filed with the Office of Programs and Office of Legal Counsel, Oklahoma State Department of Education.

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 Oklahoma State Department of Education. The appeal must be accompanied by a copy of the district’s decision and include a complete statement of the reasons supporting the appeal. The complaint must be addressed to: