



# Complaint from the Public

Office of the Superintendent of Schools  
MONTGOMERY COUNTY PUBLIC SCHOOLS  
Rockville, Maryland 20850

MCPS Form 270-8  
January 2014

Personnel matters are not subject to the public complaint process. (See *Complaint from the Public*, back page).

**INSTRUCTIONS:** Please read reverse side before filing complaint.

## TO BE COMPLETED BY THE COMPLAINANT

Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
Last First MI Home Work

Address \_\_\_\_\_  
Street City State ZIP

E-mail address \_\_\_\_\_ Cell Phone # \_\_\_\_\_

Student (If applicable) \_\_\_\_\_ Student Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_  
Last First MI

School \_\_\_\_\_ Grade \_\_\_\_\_

STATE COMPLAINT (Attach additional sheets if necessary)

REMEDY REQUESTED (Attach additional sheets if necessary)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Signature, Complainant Date

## LEVEL I: Administrative Disposition—To be completed by the Principal/Supervisor

Date Received \_\_\_\_/\_\_\_\_/\_\_\_\_ Initials \_\_\_\_

Date Contact Made \_\_\_\_/\_\_\_\_/\_\_\_\_ Date of Meeting \_\_\_\_/\_\_\_\_/\_\_\_\_

ACTION ON COMPLAINT:  Granted  Denied

REASON: (Must be completed if denied.) \_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Signature, Principal/Supervisor Date

**If you wish to request a review of the decision of the principal/supervisor, you may do so by forwarding this completed form with a note explaining your reason for disagreeing with the decision to the Office of the Chief Operating Officer.**

## LEVEL II: Administrative Disposition—To be completed by the Superintendent/Designee

Date Received \_\_\_\_/\_\_\_\_/\_\_\_\_ Initials \_\_\_\_

ACTION ON COMPLAINT:  Granted  Denied

REASON: (Report attached, if denied.) \_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Signature, Superintendent/Designee Date

**DISTRIBUTION:** COPY 1/Associate Superintendent; COPY 2/Principal; Copy 3/Retain

## **COMPLAINT FROM THE PUBLIC**

**Please note that personnel actions are the exclusive responsibility of the superintendent of schools and are not subject to these public complaint procedures. For personnel-related complaints, please contact the community superintendent or the appropriate supervisor.**

Complete Part I and return it to the principal's/supervisor's office. You may attach descriptive or supportive information to the form. Keep a copy of the form and any attachments.

When your complaint form is received at the school or office, the principal/supervisor or designee should contact you within five (5) work days to establish a date and time to discuss your concern if a discussion has not already occurred. Usually, this will take place within ten (10) work days.

Within 10 work days of receipt of the written complaint, or this meeting, if any, the principal/supervisor should respond to you in writing with a decision.

Sometimes a complaint or its resolution may be too complicated or, for other reasons, cannot be decided within 10 work days. In such cases, the principal/supervisor will contact you within the first 10 days and arrange for an extension of the decision for no more than an additional 10 work days.

### **If you are not satisfied with the decision**

If you are not satisfied with the written decision, or if you do not receive a reply to your formal complaint within the specified time, you may request that your complaint be considered by the superintendent of schools or designee. You must file your request for review within 15 calendar days of the principal's/supervisor's decision or the date when a decision was to have been made. If you request further review, forward MCPS Form 270-8: *Complaint from the Public* to the Office of the Superintendent, with a note explaining the basis for disagreeing with the decision.

The Superintendent of Schools/designee will respond, using a procedure and time limits similar to those followed by the principal/supervisor, as follows: (a) a meeting **may** be arranged within 5 work days; (b) a decision on the review within 15 work days after the meeting, if any; and (c) an extension of an additional 10 work days if the matter is unusually complicated or otherwise requires additional time.

The superintendent or designee will state his or her decision in writing.

### **Further possible appeals**

If you are not satisfied with the decision of the superintendent of schools/designee, you may file an appeal with the Montgomery County Board of Education and later with the Maryland State Board of Education.

In appealing a decision of the superintendent/designee, you must file an appeal to the Montgomery County Board of Education within 30 calendar days of the date of the superintendent's decision.