

**DESE
P.O. BOX 480
JEFFERSON CITY, MISSOURI 65102**

Complaint Resolution

Level One (applicable only to DESE's school programs at State Schools for Severely Handicapped, Missouri School for the Deaf, and Missouri School for the Blind): A student, parent, or guardian with a complaint of discrimination on the basis of sex, race, national origin, or disability may discuss it with the teacher or building administrator involved. The object would be to resolve the matter informally. Level one may be by-passed by the grievant to level two.

Level Two: If the complaint is not resolved at level one, or the program involved is not a DESE school program as described above, and the student, parent, or guardian wishes to pursue the complaint, they may formalize it by filing a complaint in writing to the Title IX/Compliance Coordinator. The complaint shall state the nature of a grievance and the remedy requested. The complaint must raise compliance issues involving an educational program implemented by DESE for DESE to have jurisdiction over the complaint. The filing of the formal, written complaint at level two must be within thirty (30) school days from the date of the event giving rise to the grievance or from the date the individual filing the complaint could reasonably become aware of such occurrence. The student, parent, or guardian may request that a meeting concerning the complaint be held with the Title IX/Compliance Coordinator. A minor student may be accompanied at this meeting by a parent or guardian. The Title IX/Compliance Coordinator or his/her designee shall investigate the complaint and attempt to resolve it. A written report from the Title IX/Compliance Coordinator regarding action taken will be sent to the individual filing the complaint within thirty (30) school days after receipt of the complaint.

This procedure in no way denies the right of an individual to file formal complaints with the United States Department of Education, Office for Civil Rights (OCR), or other agencies available for mediation or rectification of rights, grievances, or to seek private counsel for complaints alleging discrimination.

DESE Title IX/Compliance Coordinator:

Name: Shawn Brice
Address: Department of Elementary and Secondary Education
P.O. Box 480
Jefferson City, Missouri 65102-0480
Phone: (573) 751-4212
Office Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m.

Office for Civil Rights:

Name: Kansas City Office, Office for Civil Rights, U.S. Department of Education
Address: 8930 Ward Parkway
Suite 2037
Kansas City, Missouri 64114
Phone: (816) 268-0550 TDD: 877/521-2172
Fax: (816) 823-1404

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