

Instructions to Principals Regarding Policy 8-10, Comment/Complaint Procedures

Please include a copy of the Comment/Complaint form in your school's first 2018-2019 newsletter. Also, hard copies of this form need to be available at your school for pick up by parents, students or members of your community. When making hard copies, please ensure that the form is on one side and the condensed policy is on the flip side so that it will be a double-sided document.

Provide the redacted copy of the complaint with the accompanying resolution letter to the Office of School Administration as soon as the resolution letter is available but within the 30-day period for resolving the complaint. Please redact student and parent/guardian information; however, please keep the name of your school.

The calendar for complaints is divided into quarters as noted below:

First Quarter: January 1-March 31

Second Quarter: April 1-June 30

Third Quarter: July 1-September 30

Fourth Quarter: October 1-December 31

Routing

All incoming complaints go directly to the school principal for resolution. If a situation exists where the principal is the subject of the complaint, please send the complaint to Dr. Virginia Patterson, Director, Office of School Administration, 21000 Education Court, Ashburn, VA 20148.

Acknowledgement of Comment/Complaint

Comments or complaints submitted electronically via the LCPS main webpage (<http://www.lcps.org/>, Quick Links, LCPS Comment and Complaint Form) immediately generate an automated acknowledgement. However, if you receive a hard copy of the complaint form, then the acknowledgement comes from you and must be sent within five days. A template of the 2018-2019 Acknowledgement Letter is posted on the Intranet (<http://www.intranet.lcps/>, Instruction, Office of School Administration).

Resolution Letter

After you have acknowledged the complaint, there is a 30-day time period in which to provide your resolution to the individual who filed the complaint. A template of the 2018-2019 Resolution Letter is on the Intranet (<http://www.intranet.lcps/>, Instruction, Office of School Administration) and includes the following paragraph:

You have the right to appeal my response in this matter to Dr. Virginia Patterson, Superintendent's designee. To do so, send a letter to Dr. Virginia Patterson, Office of School Administration, 21000 Education Court, Ashburn, VA 20148.

Comments

It is not necessary to respond to a comment by way of a resolution letter but you are encouraged to acknowledge the comment in some form. As with complaints, the comment also needs to be redacted and sent to the Office of School Administration.

If you have any questions regarding this policy or any of the procedures, please contact the Office of School Administration at 571-252-1570 or email: Suzanne.Fitzgerald@lcps.org. Thank you!