



COLORADO DEPARTMENT OF EDUCATION

OFFICE OF SPECIAL SERVICES

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William J. Moloney
Commissioner of Education

Dorothy Gotlieb
Deputy Commissioner

Colorado Department of Education Consolidated Federal Programs Complaint Procedure

- (A) The Colorado Department of Education will receive, review, and resolve complaints related to the federal education programs listed below, for which no other procedures or remedies are available. These complaints must involve an allegation that an LEA, a subgrantee, or the Department has violated a federal statute, regulation, or interpretive rule. This Rule shall affect the following federal education programs: Title I, Part A; Title II, Part A; Title II, Part D; Title III; Title IV, Part A; Title V, Part A; and Title VI, Part B.
- (B) Any person(s) who believes that grounds exist for filing a complaint under Paragraph (a) of the Rule may file a written complaint with the Department. The complaint must:
- (1) be signed by the person(s) making it (complainant);
 - (2) cite the specific federal requirement(s) that may have been violated;
 - (3) identify the individual(s) or organization that may have violated a specific federal requirement (respondent);
 - (4) explain how the requirement has been violated;
 - (5) state the facts upon which the complaint is based; and
 - (6) describe what relief the complainant is seeking.
- (C) Written complaints may be submitted to:
- Consolidated Federal Programs
Attn: Patrick Chapman
Colorado Department of Education
1560 Broadway, Suite 1450
Denver, CO 80202
- (D) If the Department receives a complaint which is not complete, it shall contact the person making it and explain how the complaint may be made complete.
- (E) The Department will send the complaint to staff for review and response. If the complaint involves a subgrantee, the Department shall send a copy of the complaint to that subgrantee.
- (F) The Department may, at its discretion, allow the complainant and/or the respondent to appear and present additional information or evidence.
- (G) The Department shall issue a final written resolution of each acceptable complaint to each party involved within 60 business days of receipt, unless it finds good cause for an extension.
- (H) The resolution will include:
- a. a summary of the facts involved;
 - b. a citation of the federal requirement at issue;
 - c. a summary of the evidence considered and the Department's findings of fact;
 - d. the Department's conclusions regarding each allegation and a summary of its reasons for them; and
 - e. the Department's order for any technical assistance, negotiation, or corrective action that must occur and when those actions must be taken.
- (I) If a federal education program requires a subgrantee to develop and use a complaint procedure, the complainant may use either that procedure or the Department's procedure. If the complainant uses the subgrantee's procedure, the complainant may appeal the subgrantee's decision to the Department within 30 business days after receipt.