**Roma ISD Parent Complaint Policy for Supplemental Educational Services (SES)**

**Under No Child Left Behind (NCLB), when a Title I, Part A campus is identified for Stage 2, 3, 4, or 5 of the School Improvement Program (SIP), Roma ISD is required to arrange for the provision of SES for students from low-income families. For purposes of the School Improvement Program (SIP), supplemental educational services are defined as tutoring and other supplemental academic enrichment services that are in addition to instruction provided during the school day and are of high quality, research-based, and specifically designed to increase the academic achievement of eligible children on the state assessment and to assist them in attaining proficiency in meeting the state's academic achievement standards.**

**Supplemental Educational Services (SES) are free tutoring opportunities in addition to the instruction that occurs during the regular school day. Any Title I campus in Stages 2-5 of mandated improvement under Adequate Yearly Progress (AYP) must offer SES to all students from low-income families.** **All costs for SES are paid for by the district.** **SES is available at Roma Middle School and Roma High School for the 2009-2010 school year.**

**Level I: Mediation**

**Roma ISD encourages parents to be involved in the education of their children and their engagement as partners is invaluable. In regards to SES, if a concern arises, parents may discuss their concern/complaint by requesting a mediation conference with the campus SES coordinator. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level. The following are the SES campus coordinators:**

* Roma Middle School: Maria Olivia Garza-------Telephone #: (956) 849-1434
* Roma High School: Sylvia Castañeda---------Telephone #: (956) 849-1333

**Level II: Formal Written Complaint**

**If after a maximum of two mediation conferences regarding a complaint fail to reach a satisfactory outcome for all parties, the parent may initiate a Level II process by filing a formal written complaint form that is provided by the district. The written complaint form must include all of the following:**

* *Complaint’s name*
* *Complaint’s phone number*
* *Complaint’s address*
* *The name of campus where student is attending*
* *The name of the SES provider*
* *Site where services are rendered*
* *The actions, facts, and documentation on which you base your complaint*
* *Date/s when complaint was brought to the campus administrator*
* *The resolution you expect*

**Level II Process:**

**Step I: Should** **the campus SES coordinator not resolve the complaint, the next contact is the campus principal:**

* Roma Middle School: Mr. Abraham Gonzalez-----Telephone #: (956) 849-1434
* Roma High School: Noe Muñiz--------------------Telephone #: (956) 849-1333

As the head administrator at their respective campus, the principal may address any complaints regarding SES.

**Step II:** If the complaint is not resolve with the campus principal, the next contact is the district representative in charge of SES.

*Federal Programs Director: Mary Lou G. Cruz --*Telephone #: (956) 849-4996 ext. 2264

**Step III: If the complaint is not resolve with the district representative in charge of SES,** the next contact is with the Director of Student Improvement.

*Director of Student Improvement: Carlos Guzman---Telephone#: (956) 849-1377*

**Step IV:** Should Roma ISD not resolve the complaint, the NCLB Division at the Texas Education Agency (TEA) may be contacted:

*School Improvement Program / SES: Rita Ghazal—Telephone #: (512)-936-9374)*

Written complaints are accepted by mail, fax, email, or in person. TEA must be able to verify the complainant’s name, phone number, and address in order to acknowledge receipt of the complaint. TEA will not be able to appropriately respond to the complaint without contact information.