



## COMPLAINT PROCEDURES FOR 21<sup>st</sup> Century Community Learning Center (CCLC)

The Hawaii State Department of Education (HIDOE) is committed to open communication with 21<sup>st</sup> CCLC sub-grantees. As part of its procedures, it disseminates, free of charge, adequate information about the complaint procedures to parents of students, and appropriate 21<sup>st</sup> CCLC representatives. [34 CFR 299.11(c)]. HIDOE is aware that disagreements may arise periodically. These disagreements need to be resolved in a timely fashion. The following procedures have been developed to handle complaints dealing with 21<sup>st</sup> CCLC programs, services, and staff members. All complaints are to be directed to the 21<sup>st</sup> CCLC Project Director using procedures outlined below.

### Filing a Complaint:

- Gather all information dealing with the complaint.
- Fill out the Complaint Form. Be specific. Fill out the Complaint Form, including signature and date. Be specific.
- Mail or fax the Complaint Form to the 21<sup>st</sup> CCLC Project Director at the address listed on the procedures.
- The complainant must include a statement of what requirement, Federal statute, or regulation the State Educational Agency (SEA) violated that applies to the program and include the facts on which the statement is based and the specific requirement allegedly violated.

### Response from 21<sup>st</sup> CCLC Complex Area Project Director:

- 21<sup>st</sup> CCLC Project Director will review the completed Complaint Form.
- 21<sup>st</sup> CCLC Project Director will contact and set up an appointment with the complainant. This will usually occur within five (5) working days after receipt of the complaint.
- 21<sup>st</sup> CCLC Project Director will resolve the complaint in writing within 60 days following receipt of the complaint, including an independent on-site investigation, if necessary.
- 21<sup>st</sup> CCLC Project Director will send a copy of the Complaint Form to HIDOE 21<sup>st</sup> CCLC Program Manager.
- The time limit of 60 days will only extend if exceptional circumstances exist. The timeline of 60 days applies to Additional Steps section below.

### Additional Steps (if required):

- If the complaint cannot be resolved by the 21<sup>st</sup> CCLC Project Director, a meeting will be set up with the 21<sup>st</sup> CCLC Project Director, Complex Area Superintendent (CAS) or organization administrator, HIDOE 21<sup>st</sup> CCLC Program Manager, and the concerned parties.
- HIDOE 21<sup>st</sup> CCLC Project Manager and HIDOE Special Programs Management Section Administrator will work with the CAS or organization administrator to resolve the complaint.
- HIDOE 21<sup>st</sup> CCLC Program Manager will resolve the complaint in writing within 60 days following receipt of the complaint, including an independent on-site investigation, if necessary.
- If the issue is still unresolved, the HIDOE Special Programs Management Section Administrator will contact the HIDOE Superintendent or designee for guidance.
- Meetings with officials from HIDOE or organization administrator may be scheduled in order to resolve the complaint.
- If additional steps are required in the resolution of the complaint, these steps will occur in accordance with the federal No Child Left Behind legislation, including [34 CFR 299.11(c)] wherein the complainant has the right to request that the Secretary of Education review the final decision of the SEA, at the Secretary's discretion.

*Project Directors*

Castle Complex (808) 233-5700 FAX: (808) 233-5709 46-155 Kamehameha Hwy. 2 <sup>nd</sup> Floor Kaneohe, HI 96744	Friends of the Future (808) 887-1228 FAX: (808) 885-4998 P. O. Box 6376 Kamuela, HI 96743	Hana-Lahaina-Lanai- Molokai Complex Area (808) 887-1228 FAX: (808) 885-4998 PO Box 2175 2175 Lihipali Ave. Hoolehua, HI 96729	Hilo Complex (808) 974-4190 FAX: (808) 974-4197 Kaumana Elem. School 1710 Kaumana Dr. Hilo, HI 96720
Kau-Keaau-Pahoa Complex Area (808) 974-6602 FAX: (808) 974-6604 Hawaii District Office 75 Aupuni St. Rm. 203 Hilo, HI 96720-4253	Kealakehe Complex (808) 327-4300 x 2414 FAX: (808) 327-4307 Kealakehe District Office 75-140 Hualalai Road Kailua-Kona, HI 96740	Maui Economic Development Board, Inc. (808) 270-6804 FAX: (808) 879-0011 1305 N Holopono Street #1 Kihei, HI 96753	McKinley Complex (808) 735-6212 FAX: (808) 733-4974 Honolulu District Office 4769 Kilauea Ave. Honolulu, HI 96816
Nanakuli Complex (808) 692-8000 FAX: (808)692-7899 Nanakuli-Waianae Kakuhihewa State Office Building 601 Kamokila Blvd. #418 Kapolei, HI 96707	Parent and Children Together (808) 842-1843 FAX: (808) 842-0124 1485 Linapuni Street, Ste. 105 Honolulu, HI 96819	Waianae Complex (808) 692-8000 FAX: (808)692-7899 Nanakuli-Waianae Kakuhihewa State Office Building 601 Kamokila Blvd. #418 Kapolei, HI 96707	Waipahu Complex (808) 675-0202 FAX: (808) 675-0216 Kaleiopuu Elementary School 94-665 Kaaholo Street Waipahu, HI 96797

***HIDOE 21<sup>st</sup> CCLC Program Manager***

21<sup>st</sup> CCLC Program Manager  
 Hawaii Department of Education  
 Office of Curriculum, Instruction and Student Support  
 Special Programs Management Section  
 475 22<sup>nd</sup> Avenue, Room 124, Honolulu, HI 96816  
 Phone: 808-305-9863 Fax: 808-735-8375



State of Hawaii  
Department of Education

Office of Curriculum, Instruction and Student Support  
Special Programs Management Section  
475 22<sup>nd</sup> Avenue, Room 124  
Honolulu, HI 96816

COMPLAINT FORM FOR 21<sup>st</sup> Century Community Learning Centers (CCLC)

Date:	
Name of Person Filing the Complaint:	
Signature/Date:	
Sub-grantee:	
Address:	
Phone Number:	
Email Address:	

Nature of Complaint :

**Do Not Write Below This Line**

Date Complaint Received:	
Date of Conference with 21 <sup>st</sup> CCLC Project Director:	
Date Resolved:	
Resolution:	