



State of Hawaii  
Department of Education

Community Engagement Branch  
4680 Kalanianaʻole Highway, TB1A  
Honolulu, HI 96821  
Telephone: (808) 305-0698 Fax: (808) 377-7733

### COMPLAINT PROCEDURES FOR Nita M. Lowey 21st Century Community Learning Center (21CCLC)

The Hawaii State Department of Education (HIDOE) is committed to open communication with 21CCLC sub-grantees. As part of its procedures, it disseminates, free of charge, adequate information about the complaint procedures to parents of students, and appropriate 21CCLC 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 21CCLC programs, services, and staff members. All complaints are to be directed to the 21CCLC 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 21CCLC 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 21CCLC Complex Area Project Director:

- 21CCLC Project Director will review the completed Complaint Form.
- 21CCLC 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.
- 21CCLC Project Director will resolve the complaint in writing within 60 days following receipt of the complaint, including an independent on-site investigation, if necessary.
- 21CCLC Project Director will send a copy of the Complaint Form to HIDOE 21CCLC 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 21CCLC Project Director, a meeting will be set up with the 21CCLC Project Director, Complex Area Superintendent (CAS) or organization administrator, HIDOE 21CCLC Program Manager, and the concerned parties.
- HIDOE 21CCLC Project Manager and HIDOE Community Engagement Branch Administrator will work with the CAS or organization administrator to resolve the complaint.
- HIDOE 21CCLC 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 Community Engagement Office 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.



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<p><b>After-School All Stars</b> 1523 Kalakaua Ave Suite 204 Honolulu, HI 96826 Phone: (808) 734-1314</p>	<p><b>Community Based Education Services - Friends of Connections</b> 174 Kamehameha Ave Hilo, HI 96720 Phone: (808) 443-9079</p>	<p><b>Castle Complex</b> Windward District Office 46-169 Kamehameha Hwy Kaneohe, HI 96744 Phone: (808) 784-5900</p>
<p><b>Jarrett Middle School</b> 1903 Palolo Avenue Honolulu, HI 96816 Phone: (808)733-4888</p>	<p><b>Kahuku Complex</b> Windward District Office 46-169 Kamehameha Hwy Kaneohe, HI 96744 Phone: (808) 784-5900</p>	<p><b>King Intermediate School</b> 46-155 Kamehameha Highway Kaneohe, HI 96744 Phone: (808) 233-5727</p>
<p><b>Molokai Complex</b> 2140 Farrington Ave. Hoolehua, HI 96729 Phone: (808) 553-1723</p>	<p><b>Nanakuli-Waianae Complex Area</b> 601 Kamokila Blvd. Suite 588 Kapolei, HI 96707 Phone: (808) 392-0517</p>	<p><b>Pacific American Foundation</b> 45-286 Kaneohe Bay Dr #102 Kaneohe, HI 96744 Phone: (808) 864-3027</p>
<p><b>Pearl City-Waipahu Complex Area</b> 94-521 Farrington Highway Waipahu, HI 96701 (808) 692-8000</p>	<p><b>Waiakea Intermediate School</b> 200 W. Puainako Street Hilo, HI 96720 Phone: (808) 981-7231</p>	<p><b>Waialua Complex</b> 67-160 Farrington Hwy. Waialua, HI 96791 Phone: (808) 307-2483</p>
<p><b>Washington Middle School</b> 1633 S. King Street Honolulu, HI 96826 Phone: (808) 973-0177</p>	<p><b>YMCA of Honolulu</b> 1441 Pali Highway Honolulu, HI 96813 Phone: (808) 428-3099</p>	
<p><b>Hawaii Department of Education Community Engagement Branch</b> Marissa Akui, State Education Agency 21CCLC Director 4680 Kalaniana'ole Highway, TB1A Honolulu, HI 96821 Telephone: (808) 305-0698 Fax: (808) 377-7733</p>		



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**COMPLAINT FORM FOR Nita M. Lowey 21st Century Community Learning Centers (21CCLC)**

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 21CCLC Project Director:	
Date Resolved:	
Resolution:	