

**Supplemental Educational Services  
Complaint Procedure  
Family and Provider Level  
District Level**

- Every school district is **required** to have a Title I complaint procedure. Complaints from families and/ or SES providers fall under the Title I complaint procedure and therefore need to be addressed within the established processes and policies of local school board policy.
  - Complaints from families and/ or SES providers need to **FIRST** go through the Title I complaint procedure of the district from where the complaint originated. This allows the complaint to follow protocol and ensure it is properly documented.
  - If complaint is not resolved within the processes or policies based on local school board policy or if the complainant is not satisfied with the decision, **THEN** the PED may be notified and may research the issue.
- If complaint is from a district and referenced towards an SES provider, then the district should notify the SES provider in question in writing of the issues that are of concern.
  - If issues are not reasonably addressed, as determined by the parties involved, then the complainant may file an appeal with the NMPED in accordance with SEC. 9304(a)(3)(C). The NMPED may research the matter and may make a determination based on facts presented.