

**Florida Department of Education
Complaint Regarding Supplemental Educational Services (SES)**

Complainant's Name: _____

Address:

Telephone Number: _____

E-mail (optional): _____

Subject of Complaint (SES Provider Name): _____

Where did the incident you are complaining about take place? Include the County.

Brief Description of Complaint:

Include specific, relevant information and attach supporting documentation.

Describe Steps taken to Resolve Complaint at the District and School. Include an explanation of the response and attach supporting documentation.

Signature of Complainant: _____ Date: _____

The information provided to the Department constitutes a public record and is subject to disclosure under the provisions of the law.

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Complaint Procedures Regarding Supplemental Educational Services

In order to process your complaint, the complainant must include the complainant's name, phone number, address, and signature. In addition, the complainant must explain and document the steps taken to resolve the complaint with the school and school district. Complaints shall be sent to:

Florida Department of Education
Bureau of Public School Options
325 West Gaines Street, Room 316
Tallahassee, Florida 32399-0400
Telephone: 850.245.0479

Complaint Resolution for SES

Upon receipt of a complaint, the Department shall review for sufficiency and shall close the complaint where it does not allege a violation of the laws regarding supplemental educational providers. Where the complaint alleges a violation of the laws regarding supplemental education providers, the Department shall cause the complaint to be investigated. The provider and school district shall cooperate fully in the investigation.

The department shall review the investigation and provide notice of its intended action, specifying the nature of the action, such as dismissal of the complaint, request for corrective action, referral to the district, removal from the approved provider list or enforcement under Section 1008.331, Florida Statutes. The notice shall state the grounds for the intended action. Upon determination that there is a need for immediate action, the Commissioner or designee shall provide written notice of the immediate action.

Unless the complaint is closed, the entity against whom a complaint has been made shall be provided notice of the complaint and the opportunity to respond prior to the department's intended action.

If you wish to submit a complaint regarding the state or a school district, please contact Dr. Jan Morphew at 850.245.0657 or visit:
http://www.fldoe.org/NCLB/complaint_process.asp

Local Level Resolution for SES Complaints

Every effort should be made to resolve the complaint at the district or school level before filing a complaint with the FDOE. Once the local complaint process has been completed, the complaint may be submitted to the FDOE.