

El Paso ISD SES Parent Complaint Policy

El Paso ISD coordinates Supplemental Educational Services (SES) to all eligible students attending schools that are in Stages 2-5 of School Improvement.

Based on SES Guidance the district has established a system in which all students can be served by one of the SES providers. There are currently over 35 SES providers who are eligible to provide SES services to El Paso ISD eligible students. These providers include on-line providers, at-home providers, at-school providers, and providers who provide services at approved community locations. Academically, providers who are eligible to serve El Paso ISD students include providers who provide help in Math, Language Arts, Reading, and Science as well providers who are able to help students with Limited English Proficiency and Students with Learning Disabilities.

Parents should choose a provider who meets their child's academic needs and who is able to provide services at an adequate location and time. Parents can find a summary of SES providers' academic services and the locations where each SES provider tutors students inside the *EPISD SES Parent Notification Packet*. If parents need additional help in selecting a provider, they should consult with Irvin High School's Assistant Principal, Ms. Grace Garcia-Runkles, at 587-3500.

If a parent has other concerns or problems with the SES program while their child is receiving services, parents should take the following steps:

Step 1 Parents should contact the SES provider who is tutoring their child to discuss the issue. If a parent is unsure who the provider is or needs the SES provider contact information, contact Ms. Grace Garcia-Runkles at 587-3500. If the parent is unable to resolve the issue with the SES provider then a parent should proceed to Step 2.

Step 2 Parents should contact the District's SES Coordinator, Esther Hughes, at 881-2303. The coordinator will discuss the issue with the parent and the provider and try to reach a resolution that is satisfactory to the parent. If a parent does not feel that their issue has been resolved or properly addressed, parent should proceed to Step 3.

Step 3 Parent should follow the "Conveying Concerns Procedures" established by Region 13 which states:

Concerns regarding the implementation of SES at either the state or district level should be submitted in a written statement documenting the concerns to the Education Specialist at the School Improvement Resource Center (SIRC) indicated below. Once a concern is received, SIRC will initiate a follow-up action or communication.

Leticia Govea, Education Specialist
School Improvement Resource Center
leticia.govea@esc13.txed.net
512-919-5169

A parent also has the option of filing a formal complaint with the Texas Education Agency. Parents can find the complaint procedure at <http://ritter.tea.state.tx.us/nclb/Complaints.pdf>. In order for the state to investigate a complaint, a parent must exhaust Steps 1 through 3 as stated above before submitting a formal complaint to the Texas Education Agency.