

Hereford ISD

SES Parent Complaint Policy

Hereford Independent School District coordinates Supplemental Educational Services (SES) to all eligible students attending Hereford Jr. High School which is in Stage 3 of School Improvement.

Based on SES Guidance the district has established a system in which approximately 206 students can be served by one of the SES providers. There are currently approximately 80 SES providers who are eligible to provide SES services to Hereford ISD eligible students. These providers include on-line providers, at home providers and providers that deliver services at other approved community locations. Academically, providers that have agreed to serve Hereford ISD eligible students include those who provide services in Math, Language Arts, Reading, and Science as well as providers who are able to service Limited English Proficiency and Students with Learning Disabilities. Parents should select a provider that will meet the academic needs of the student and one that is able to provide services at an acceptable location and time. If parents need help in selecting a provider, they should contact Cheryl Davison at (806) 363-7600 ext. 1008 for assistance.

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

Step #1: Parents should first contact the SES provider who is tutoring their child to discuss the issue. If a parent is unsure who the provider is or if they need the SES provider contact information, contact Cheryl Davison at (806) 363-7600 ext. 1008. If a parent is unable to resolve the issue with the SES provider then the parent should proceed to Step 2.

Step #2: Parents should contact the District's SES Coordinator, Cheryl Davison at (806) 363-7600 ext. 1008. 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, the parent should proceed to Step 3.

Step #3: Parents 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 (SIRC)**

Leticia.govea@esc13.txed.net

Phone: (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 follow Steps 1 through 3 above before submitting a formal complaint.