

Austin ISD
SES Parent Complaint Policy

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

Based on SES Guidelines, the district has established a system in which all eligible students can be served by one of the SES providers. There are currently over 45 SES providers who are eligible to provide SES services to Austin ISD students. These providers include on line providers, at home providers, at school providers, and providers who provide services at approved community locations. Academically, providers eligible to serve Austin 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 that will meet their child's academic needs and who is able to provide services at an acceptable location and time. If parents need help in selecting a provider, they should consult with the school's SES school contact, or call the district's SES office at 414-6535.

If a parent has other 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, they can contact Patrizia Gonzalez at 414-6535. If a parent is unable to resolve the issue with the SES provider, then the parent should move to Step 2.

Step 2 Parents should contact the District's SES Coordinator, Patrizia Gonzalez, at 414.6535. 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 move 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 complain procedure at <http://ritter.tea.state.tx.us/nclb/Complaints.pdf>. In order for the state to investigate a complaint, a parent must take Steps 1 through 3 above before submitting a formal complaint.