

TITLE I COMPLAINT PROCEDURES  
CECIL COUNTY PUBLIC SCHOOLS

One of the local school system requirements, as we provide services to eligible Title I children, is a “Complaint Procedure.” CCPS has established the following avenues for managing complaints.

Every effort is made to resolve issues and to answer inquires at the most direct and immediate level. This resolution is facilitated through regular contact between district staff and participating school representatives. If an issue cannot be satisfactorily resolved in this manner, a formal complaint procedure may be implemented.

The first point of contact for Title I services at public or private schools is Cynthia Ward, Instructional Coordinator for Title I.  
410-996-5458 (phone); 410-996-5454 (fax); [cward@ccps.org](mailto:cward@ccps.org) (e-mail)

The second point of contact for Title I services at public or private schools is Michael Schmook, Director for Grants and Special Programs.  
410-996-5663 (phone); 410-996-5454 (fax); [mschmook@ccps.org](mailto:mschmook@ccps.org) (e-mail)

The third point of contact for Title I services at public or private schools is Susan Jones, Executive Director of Elementary Education.  
410-996-5663 (phone); 410-996-5454 (fax); [sjones@ccps.org](mailto:sjones@ccps.org) (e-mail)

Further information is available from Maryland State Department of Education  
Program Improvement and Family Support Branch. 410-767-0286

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### **Appeal for Resolution**

**School:**

**Date:**

**Representative:**

**Briefly describe the situation or condition that has resulted in this appeal.**

**What outcome or resolution do you propose?**