

New Mexico Public Education Department Options for Parents & Families Division

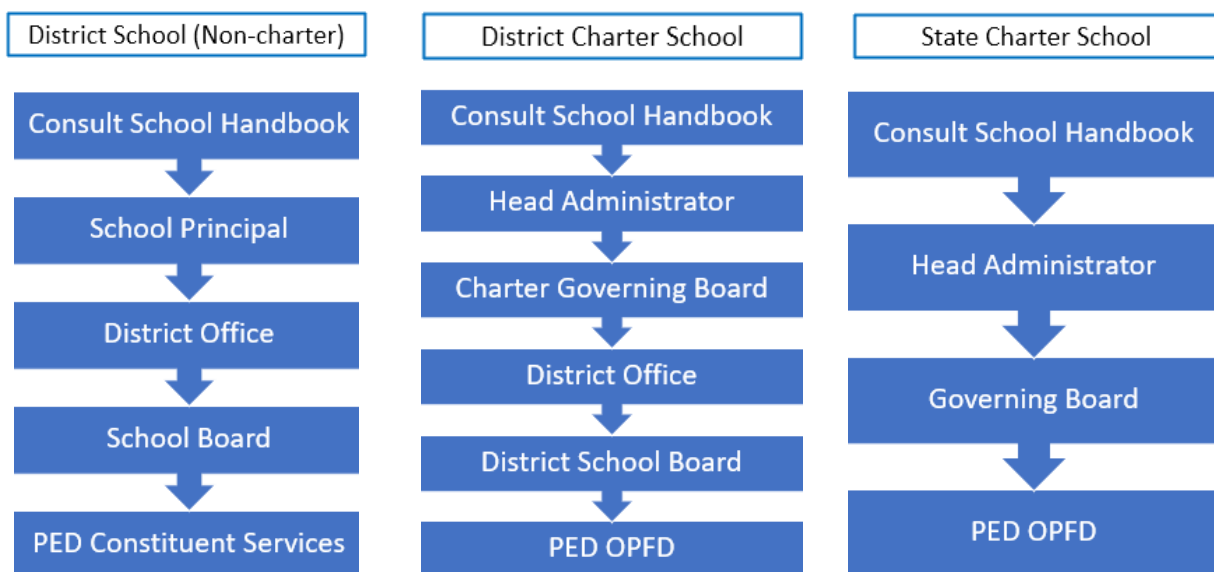


Complaint Policy & Procedure

If a situation involves a serious and immediate threat to the health or safety of a staff member, student, or family member, please contact appropriate local/legal authorities immediately. In all other cases, please follow the guidance in this document.

The Public Education Department (PED) Options for Parents & Families Division (OPFD) respects the right of school districts and charter schools to resolve complaints according to their own processes. Complainants are expected to exhaust **all appropriate local avenues of appeal** before bringing the complaint to the PED.

Before a complaint is submitted to OPFD, the complainant must follow the steps below:



The handbook is usually available on the school's website. If it is not, the school should be able to provide it.

Contact information for charter school governing board members and district school board members can be found on most district and charter school web pages. If it is not, the school or district should be able to provide it.

Once the above process has been followed, if the complaint is still not resolved, please contact PED [Constituent Services](#) at (505) 827-5800 if the complaint concerns a non-charter public school. If the complaint concerns a charter school, please fill out the [Charter School Complaint Form](#) online.

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