



# ROYAL OAK SCHOOLS

A COMMUNITY OF EXCELLENCE

## ESL Program Parent Complaint Process

If the school and the parents/guardians disagree on the level of services their child should receive, or have questions or complaints about the English as a Second Language instructional program, we suggest that this chain of contact be followed:

Contact the [ESL teacher](#) and principal at your child's level of instruction to discuss your concerns.

If unresolved, [contact](#) the Executive Director of Curriculum & Instruction of Royal Oak Schools.  
248-435-8400

If still unresolved, contact the Office of Civil Rights (OCR) to [lodge a formal complaint](#).

*Parents may contact OCR at any point during the complaint process.*