UNITED STATES DEPARTMENT OF EDUCATION

Family Educational Rights and Privacy Act

Complaint Form

FORM APPROVED
OMB NO: 1880-0544
Exp. 12/31/2017

Instructions: The Department of Education's Family Policy Compliance Office (FPCO) administers the Family Educational Rights and Privacy Act (FERPA) to ensure student and parental rights with regard to the privacy of students' education records.

Parents and eligible students who need assistance or who wish to file a complaint under FERPA should do so by completing this form and submitting it via electronically or by mail.

SECTIONS 1 & 2: STUDENT AND COMPLAINT INFORMATION

An individual filing a complaint must be a parent of a student under the age of 18 in an elementary or secondary school subject to the Family Educational Rights and Privacy Act (FERPA) or a student who is age 18 or older or is attending a postsecondary institution at any age who has suffered an alleged violation. Please note that we do not investigate anonymous complaints. The name of the complainant and the substance of the alleged violation are disclosed to the school district or college/university as a routine part of the process of investigating an alleged violation of FERPA. Please fill out each section in the Complaint Form thoroughly.

SECTION 3: EDUCATIONAL AGENCY OR INSTITUTION INFORMATION

Please provide the name and address of the current superintendent of your school district or the president of the college or university against which you are alleging violated FERPA.

SECTION 4: FERPA VIOLATION INFORMATION

Outline the relevant facts clearly and succinctly in the space provided. Complaints filed with the FPCO regarding an alleged violation of FERPA must contain specific allegations of fact giving reasonable cause to believe that a violation of FERPA has occurred. In addition, a complaint must be filed in a timely manner. That is, a complaint must be filed within 180 days of the alleged violation or within 180 days after the complainant knew or reasonably should have known about the violation.

SECTION 5: CORRESPONDENCE INFORMATION

If there is correspondence or other information (such as a newspaper article or website posting) that substantiates your allegation, please briefly describe it in this section. Please do not attempt to attach, mail, or otherwise provide us with any additional information. If additional information is needed, the caseworker assigned to your complaint will contact you.

SECTION 6: CERTIFICATION

Certify that the information you have provided in the Complaint Form is accurate and true to the best of your knowledge. If you are submitting the complaint form electronically, type your name in the signature space and select the Submit Form button, or save the form and email it as an attachment to FERPA.Complaints@ed.gov. If submitting via mail, please print out the form, sign and mail to the following address:

Family Policy Compliance Office
U.S. Department of Education
400 Maryland Avenue, SW
Washington, D.C. 20202-8520

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Instructions: Complete the fields below for Sections 1-6. Periodically save the form to avoid losing information. If you make an error, click the Reset Form button at the bottom of the page to reset form fields. Click the submit button at the bottom of the page to submit your form to the Family Policy Compliance Office (FPCO).

SECTION 1: STUDENT INFORMATION

First Name **Last Name** **Date of Birth**

Your relationship to the student whose education records are the subject of this complaint.

◯ **Parent or Legal Guardian** ◯ **Self** ◯ **Other** *(ex. attorney representing the parent or eligible student)*

If Other Specify:

SECTION 2: COMPLAINANT INFORMATION

First Name **Last Name**

Street Address **Phone Number**

City **State** **Zip** **Email** *(optional)*

SECTION 3: EDUCATIONAL AGENCY OR INSTITUTION INFORMATION

Name and title of the school district superintendent or president of the college/university, or state educational agency (sea) official, if alleging denial to inspect and review education records maintained by the SEA.

Name of educational agency or institution or SEA *(ex. school district or university)* **Phone Number**

Mailing Address **Dates Attended**

City **State** **Zip** **Date of Alleged Violation**

Name and title of any school official you contacted in an attempt to resolve this matter.

SECTION 4: FERPA VIOLATION INFORMATION

☐ **If you have been denied access to the student's education records:** (1) list the records you requested; (2) indicate that the institution or agency maintains the requested records and how the records are maintained (if known); (3) provide the date(s) and means by which you requested access; (4) indicate the name and position of the official(s) to whom you made the request for access to records; (5) describe any response received to your request or any actions taken by the educational agency or institution in response to your request.

(max 1,000 characters)

☐ **If your complaint involves requested amendment of education records:** (1) describe the records you sought to amend; (2) the information you wanted amended and the specific correction you requested; (3) the reason you believe the record is misleading, inaccurately recorded or an invasion of privacy; (4) the date you requested the amendment; (5) the name and title of the school official you made the request to; (6) any response received; and (7) the result of any hearing held in the matter.

(max 1,000 characters)

☐ **If personally identifiable information from the student's education was improperly disclosed, indicate specifically:** (1) what information was disclosed and when; (2) whether this information is recorded in the student's education records; (3) the name and title or job function of the school official who made the disclosure; (4) the individual to whom the disclosure was made and relationship, if any, to the school and to the student; (4) the circumstances under which the disclosure was made; (5) how and when (date) you became aware of the disclosure; and,(6) a description of any communication between you and the disclosing entity regarding this matter.

(max 1,000 characters)

SECTION 5: CORRESPONDENCE INFORMATION

Describe any correspondence that might substantiate the information specifically required in Section 4 above. (Do not submit other information or documentation unless it is requested by a FPCO caseworker. Submission of extraneous materials may delay FPCO investigation.) *(max 2,000 characters)*

SECTION 6: CERTIFICATION

I certify that the information I have provided is true to the best of my knowledge and belief.

Signature: _____ **Date:** _____

Privacy Act Statement. In accordance with 28 CFR Section 16.41(d) personal data sufficient to identify the individuals submitting requests by mail under the Privacy Act of 1974, 5 U.S.C. Section 552a, is required. The purpose of this solicitation is to ensure that the records of individuals who are the subject of U.S. Department of Education systems of records are not wrongfully disclosed by the Department. Requests will not be processed if this information is not furnished. False information on this form may subject the requester to criminal penalties under 18 U.S.C. Section 1001 and/or 5 U.S.C. Section 552a(i)(3). Systems of Records Notice (SORN) Citation 64 30107 (18-05-02).

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is 1880-0544. Public reporting burden for this collection of information is estimated to average 0.50 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Obligation to respond is voluntary. If you have questions on your individual submission of this form, write directly to: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue, S.W., Washington, D.C. 20202-8520.

Reset Form | Print Form | Submit Form