



**126 Ricardo J. Bordallo Governor's Complex, Adelup
Hagatna, Guam 96932**

**Hours of Operation:
Monday to Friday
7am to 4pm (Closed 11:30am to 12:30pm)**

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Office of the Adequate Education Suruhanu (OES)

Authorizing Legislation. The Office of the Adequate Education Suruhanu (OES) was established by the 29th Guam Legislature under Public Law 29-41 and was signed into law by the Governor in October 2007. OES is an independent entity of the government of Guam, operationally independent from the Governor's Office, the Guam Legislature, GPSS, and the Guam Education Policy Board. The law established the OES's purposes as:

- Investigating complaints of a person alleging violations of any of the Fourteen (14) pursuant to Public Law 28-45, the Every Child is Entitled to an Adequate Education Act (the Act).
- Inspecting the premises of any GPSS school, office or facility.
- Providing to the Governor, the Legislature, GPSS, and the Board with all complaints filed, the issue of each complaint, and any conclusion or recommendations by the Education Suruhanu.

Building the Office

Operations and Organization. OES began operating in temporary quarters in the Manuel F.L. Guerrero Building in Hagatna in May 2008. The first three months involved locating permanent office space, hiring staff, preparing the FY2009 budget, and purchasing office equipment. OES is now located at the Ricardo J. Bordallo Governor's Complex in Adelup.

Staff. OES consists of the Education Suruhanu and one office staff.

Resolving Complaints

OES receives complaints, initiates investigations into complaints alleging violations that pertain to the 14 Points, and makes recommendations in reports to policy makers.

- **Independence**
OES is independent from the Guam public education system. OES is mandated to investigate complaints alleging violations of any of the 14 Points. OES functions as an impartial entity and reports findings and makes recommendations.

- **Impartial Process**
OES receives and reviews each complaint that alleges a violation of the 14 Points in an objective and fair manner.

(THE 14 POINTS)

- A) A certified teacher for every class in a ratio established by relevant collective bargaining agreements;
- B) Certified professional administrators;
- C) Certified guidance counselors;
- D) Certified school health counselors;
- E) Certified allied health professionals;
- F) Air-conditioned or properly ventilated class rooms in which the sensible air temperature is no greater than 78° F.;
- G) Potable water sufficient to provide each student a daily ration of drinking and washing water;
- H) A reliable supply of electricity;
- I) Proper sanitation to include flushable toilets, clean restrooms, dining areas and classrooms;
- J) Adopted and required textbooks and workbooks issued to each public school student for the classes in which he or she is enrolled;
- K) Libraries, which meet the standards of the American Association of the School Librarians, at each school, operated by certified librarians;
- L) A healthful, safe, sanitary learning environment;
- M) At least one hundred eighty (180) instructional days each school year with school years ending no later than thirty (30) days following the end of the calendared school year; and
- N) Regular, timely school bus transportation to and from the school for his attendance area as established by 17 GCA 6102 for every child in accordance with policies adopted by the Education Policy Board.

Who may file a complaint form? Any person.

Where can you obtain a complaint form? A complaint form is available at our office. You may also download a form at www.guamlegislature.com. Please deliver or mail the completed form to our office.

Individuals filing complaints should provide the following written information:

- Complainant's name, mailing address, and phone number.
- Name of the GPSS school, room, office, or facility.
- The specific requirement of the 14 Points that you believe is violated.
- Any steps taken to try and resolve the complaint with the school or GPSS.
- Complainant's signature.

The complaint should contain sufficient information for the Education Suruhanu to adequately address the concern or problem. It is helpful to include as much detail as possible to understand what occurred, when it occurred, and the basis for the complaint.

The OES must be able to verify the complainant's name, mailing address, and phone number in order to acknowledge receipt of the complaint. The Education Suruhanu may not be able to appropriately respond to the complainant without sufficient contact information.

Where do you deliver a completed complaint form? Written complaints are accepted by mail or in person by delivering it to our office.

Review of complaint. The Education Suruhanu will review the complaint to ensure that it has sufficient information to adequately address the complaint. If the complaint does not contain sufficient information, the OES will notify the complainant in writing.

What types of complaints are not accepted by the OES? The office does not accept complaints addressing matters outside the criteria of the 14 Points.

When may the OES decide not to investigate a complaint?

- When the complainant should pursue another legal remedy, in which case, the Education Suruhanu will instruct the complainant in writing on how to proceed.
- When the complaint is trivial, frivolous, vexatious, or not made in good faith.
- When the complaint is over one hundred twenty (120) days old since the act or inaction was alleged to have occurred.
- When the OES resources are insufficient for adequate investigation, in which case, the OES shall notify the complainant in writing and shall refer the complaint to the proper legislative committee for investigation.
- The OES reports criminal investigative matters to the Guam Police Department and the Office of the Attorney General.