

Terrell County School System

Complaint Procedures

FY 24

The complaints process may be initiated by students, parents, staff (certified and non-certified), private schools and the general public. Board policy GAE1 and GAE2 describe the complaint and grievances procedure for certified and non-certified personnel. Parents/school communication is described in student handbooks and on the website. Parents are expected to address complaints or grievances beginning at the school level with the teacher first and then the administration. Central office personnel should be contacted next should parents feel the issues have not been resolved. Conference forms/notes/minutes are kept on file as documentation of the issues.

Complaint procedures under the Every Student Succeeds Act (ESSA) are available from the Title I Director. The complaint procedures describe grounds for complaints, federal programs for which complaints can be filed, filing and investigation of a complaint, as well as rights to appeal. The address to which complaints should be filed is included in the procedure. Information regarding complaint procedures is distributed annually to school administrators to share with their staff. Copies are kept on file in each school's front office.

Complaint Procedures Under Every Student Succeeds Act (ESSA)

A. Grounds for a Complaint

Any individual, organization or agency (complainant) may file a complaint with the Terrell County Board of Education if that individual, organization or agency believes and alleges that a violation of Federal statute or regulation that applies to a program under ESSA has occurred. The complaint must allege a violation that occurred not more than one (1) year prior to the date that the complaint is received unless a longer period is reasonable because the violation is considered systemic or ongoing.

B. Federal Programs for Which Complaints Can Be Filed

- a. Title I, Part A: Improving the Academic Achievement of the Disadvantaged
- b. Title I, Part A: Academic Achievement Awards
- c. Title I, Part A: Foster Care Program
- d. Title I, Part A: Family-School Partnership Program
- e. Title I, Part C: Education of Migratory Children
- f. Title I, Part D: Programs for Neglected or Delinquent Children
- g. Title II, Part A: Supporting Effective Instruction
- h. Title III, Part A: Language Instruction for English Learners and Immigrant Students
- i. Title IV, Part A: Student Support and Academic Enrichment
- j. Title V, Part B: Rural Education Initiative
- k. Title IX, Part A: McKinney-Vento Homeless Assistance Act
- l. Individuals with Disabilities Education Act (IDEA)
- m. ESSER I-Coronavirus Aid, Relief & Economic Security (CARES) Act
- n. ESSER II-Coronavirus Response & Relief Supplemental Appropriations (CRRSA) Act
- o. ESSER III-American Rescue Plan (ARP) Act

C. Complaints Originating at the Local Level

As part of its Assurances within ESSA program grant applications and pursuant to Section 9306 of ESEA, an LEA accepting federal funds must have local written procedures for the receipt and resolution of complaints alleging violations of law in the administration of covered programs. Therefore, a complaint should not be filed with the Georgia Department of Education until every effort has been made to resolve through local written complaint procedures. If the complainant has tried to file a complaint with Terrell County Schools to no avail, the complainant must provide the Georgia Department of Education written proof of their attempt to resolve the issue with Terrell County Schools.

D. Filing a Complaint

A formal complaint must be filed in writing and signed by the complainant. The complaint must include the following:

1. A statement that the LEA has violated a requirement of a Federal statute or regulation that applies to an applicable program;
2. The date on which the violation occurred;
3. The facts on which the statement is based and the specific requirement allegedly violated (include citation to the Federal statute or regulation);
4. A list of the names and telephone numbers of individuals who can provide additional information;
5. Whether a complaint has been filed with any other government agency, and if so, which agency;
6. Copies of all applicable documents supporting the complainant's position; and
7. The address of the complainant.

The complaint must be addressed to:

Tonya Perkins, Title I Director
Terrell County Charter School System
PO Box 151
761 1st Avenue
Dawson, GA 39842

E. Investigation of Complaint

Within ten (10) days of receipt of the complaint, Terrell County Schools will issue a Letter of Acknowledgement to the complainant that contains the following information:

1. The date TCSS received the complaint;
2. How the complainant may provide additional information;
3. A statement of the ways in which TCSS may investigate or address the complaint; and
4. Any other pertinent information.

If additional information or an investigation is necessary, the school system will have sixty (60) days from receipt of the information or completion of the investigation to issue a Letter of Findings. If the

Letter of Findings indicates that a violation has been found, corrective action will be required and timelines for completion will be included. The 60-day timelines may be extended, if exceptional circumstances exist. The Letter of Findings will be sent directly to the complainant.

F. Right of Appeal

If the complaint cannot be resolved at the local level, the complainant has the right to request review of the decision by the Georgia Department of Education. For complaints filed pursuant to Section 9503 (20 U.S.C. 7883, complaint process for participation of private school children), a complainant may appeal to the Georgia Department of Education no later than thirty (30) days from the date on which the complainant receives the Letter of Findings. The appeal must be accompanied by a copy of the school system's decision and include a complete statement of the reasons supporting the appeal.

Complaint Form for Federal Programs under the Every Students Succeeds Act

Please print

Name (Complainant):

Mailing Address:

Phone Number (home):

Phone Number (work):

Person/department complaint is being filed against:

The date on which the violation occurred:

Statement that the Terrell County School System has violated a requirement of a Federal statute or regulation that applies to an applicable program (include citation to the Federal statute or regulation—attach additional sheets if necessary):

The facts on which the statement is based and the specific requirement allegedly violated (attach additional sheets if necessary):

List the names and telephone numbers of individuals who can provide additional information.

Please attach/enclose copies of all applicable documents supporting your position.

Has a complaint been filed with any other government agency? If so, provide the name of the agency.

Signature of Complainant:

Date:

Mail or deliver this form to:

Tonya Perkins, Title I Director
Terrell County Charter School System
PO Box 151
761 1st Avenue
Dawson, GA 39842

Date Received:

Date of Response to Complainant: