



Calhoun City Schools

Complaint Process Form for Federal Programs under the Elementary and Secondary Education Act of 1965 as amended by the Every Student Succeeds Act (ESSA)

Certain Federal Programs and Title I, Part A are part of the Elementary and Secondary Education Act of 1965 as amended by the Every Student Succeeds Act (ESSA). This act provides Federal funds through the Georgia Department of Education to Calhoun City Schools to help ensure that all children meet challenging State academic content and student academic achievement standards. The Federal Programs Department provides technical assistance, resources, and program monitoring of schools to ensure that all children have an opportunity to obtain a high quality education and to achieve proficiency on high academic standards.

Should you have a concern, complaint or comment please use the form below to ensure that it is properly addressed.

Process:

- 1. Read the guidelines below.**
- 2. Complete the form below.**
- 3. Mail the form as indicated.**
- 4. The Superintendent will ensure that your comment, complaint or concern is appropriately investigated and addressed as outlined.**

Please Note: Calhoun City Schools ensures that all information submitted in this section is accessible only to those authorized to have access. All information gathered shall be considered “privileged” information and shall not be discussed or divulged to third parties.

Calhoun City Schools/Georgia Department of Education Complaint Procedures under the No Child Left Behind Act-Section 9304 – General Applicability of State Educational Agency Assurances, Section 9503 – Complaint Process for Participation of Private School Children

A. Grounds for a Complaint

Any individual, organization or agency (“complainant”) may file a complaint with the Georgia Department of Education (“Department”) if that individual, organization or agency believes and alleges that a local educational agency (“LEA”), the state educational agency (“SEA”), or an agency or consortium of agencies is violating a Federal statute or regulation that applies to a program under the No Child Left Behind Act. The complaint must allege a violation that occurred no more than (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

- 1. Title I, Part A: Improving Basic Programs Operated by Local Educational Agencies**
- 2. Title I, Part B, Subpart 3: Even Start Family Literacy**
- 3. Title I, Part C: Educational of Migrant Children**
- 4. Title I, Part D: Prevention and Intervention Programs for Children and Youth Who Are Neglected, Delinquent or At-Risk**
- 5. Title I, Part F: Comprehensive School Reform**
- 6. Title II, Part A: Teacher and Principal Training and Recruiting Fund**
- 7. Title II, Part D: Enhancing Education Through Technology**
- 8. Title III, Part A: English Language Acquisition, Language Enhancement, and Academic Achievement**
- 9. Title IV, Part A, Subpart 1: Safe and Drug Free Schools and Communities**
- 10. Title IV, Part, Subpart 2: Community Service Grants**
- 11. Title IV, Part B: 21st Century Community Learning Centers**
- 12. Title V, Part A: Innovative Programs**
- 13. Title VI, Part A, Subpart 1, Section 6111, State Assessment Program**
- 14. Title VI, Part A, Subpart 1, Section 6112: Enhanced Assessment Instruments Competitive Grant Program**
- 15. Title VI, Part B, Subpart 2: Rural and Low-Income Schools**
- 16. Title IX, Part E, Subpart 1, Section 9503: Complaint Process for Participation of Private School Children**
- 17. Title X, Part C McKinney-Vento Education of Homeless Children and Youth**



C. Complaints Originating at the District Level

As part of its Assurances within NCLB program grant applications and pursuant to Section 9306 of the No Child Left Behind Act, an LEA accepting federal funds also agrees to adopt local written procedures for the receipt and resolution of complaints alleging violations of law in the administration of covered programs. Therefore, for complaints originating at the local level, a complaint should not be filed with the Department until every effort has been made to resolve the issue through local written complaint procedures. If the complainant has tried to file a complaint at the local level to no avail, the complainant must provide the Department with written proof of their attempt to resolve the issue at the local level.

D. Filing a Complaint

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

1. A statement that the Local Education Agency, State Educational Agency, other agency or consortium of agencies 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.

Once the complaint is received by the Superintendent, it will be copied and forwarded to the appropriate Federal Program Manager for investigation and resolution.

E. Investigation of Complaint

Within ten (10) days of receipt of the complaint, the Superintendent or his or her designee will issue a Letter of Acknowledgement to the complainant that contains the following information:

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

Appropriate District staff will review the information and determine whether:

1. Additional information is needed.
2. Additional investigation must be conducted;
3. Other measures must be taken to resolve the issues raised in the complaint

If additional information or an investigation is necessary, the District will have sixty (60) days from receipt of the information or completion of the investigation to respond accordingly.

If the investigation indicates that a violation has been found, corrective action will take place and timelines for completion will be included.

Depending on the nature of violation either the 30-day or the 60-day timelines above may be extended, if exceptional circumstances exist.

The Letter of Findings will be sent directly to the complainant, as well as the other parties involved.

F. Right of Appeal

If an individual, organization or agency is aggrieved by the final decision of the District, that individual, organization or agency has the right to request review of the decision by the Georgia Department of Education. The review is at the Georgia Department of Education discretion.

For complaints filed pursuant to Section 9503 (20 U.S.C §7883, complaint process for participation of private school children), a complainant may appeal the District's decision to the Georgia Department of Education no later than (30) days from the date on which the complainant receives the Letter of Findings. The appeal must be accompanied by a copy of the District's decision and include a complete statement of the reasons supporting the appeal.



Calhoun City Schools

Complaint Process Form for Federal Programs under the No Child Left Behind Act of 2001

Last Name:	
First Name:	
Mailing Address :	
City:	
State:	
Zip:	
Home Phone:	
Work Phone:	
Cell Phone:	
Agency/agencies complaint is being filed against:	
Date on which violation occurred:	
Statement that the Georgia Department of Education, local school system, other agency or consortium of agencies 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.	
Has a complaint has been filed with any other government agency? If so, provide the name of the agency.	
Name of Agency:	

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

Signature	Date

Mail the original of this form to:
 Calhoun City Schools
 Superintendent
 380 Barrett Road
 Calhoun, Ga. 30701