

## Georgia Cyber Academy, Inc. (“GCA”)

### GCA BOARD POLICIES AND PROCEDURES:

COMPLAINTS: STATE LAW, INCLUDING STATE STATUTES, STATE CHARTER SCHOOLS COMMISSION AND STATE BOARD OF EDUCATION RULES and the GEORGIA CYBER ACADEMY, INC. CHARTER

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#### A. Overview and Dissemination

1. Overview: This policy applies specifically to complaints alleging a violation of state law, which includes the statutes published in the Official Code of Georgia, the Rules promulgated by the State Charter Schools Commission, the Rules promulgated by the State Board of Education, and the Georgia Cyber Academy, Inc. Charter and includes specific procedures for carrying out this policy.
2. Dissemination: Information regarding complaint procedures is distributed annually to school administrators to share with their staff. Copies are kept on file in the School’s front office.

#### B. Grounds for a Complaint

Any individual, organization or agency (complainant) may file a complaint with the Georgia Cyber Academy Board if the complainant believes and alleges that, within the past year or on an ongoing basis, the School has operated a program in a manner that violates any statute published in the Official Code of Georgia, any Rule promulgated by the State Charter Schools Commission, any Rule promulgated by the State Board of Education, or any provision of the Georgia Cyber Academy, Inc. Charter

#### C. Filing a Complaint

1. Georgia Cyber Academy has procedures for the receipt and resolution of complaints.
2. A complainant must address its complaint to the Board in the first instance.

3. The complaint must be in writing, state the complainant's name and address, and signed by the complainant.
4. The complaint must include the following:
  - a. A statement that Georgia Cyber Academy has violated a legal requirement that applies to a program administered by the School
  - b. The date(s) on which the violation(s) occurred
  - c. The factual basis for the complaint
  - d. The statute or Rule allegedly violated
  - e. The names and telephone numbers of individuals who can provide additional or confirming information
  - f. Whether a complaint has been filed with any government agency, and if so, the name of the agency and a copy of all related documents
  - g. Copies of all other documents supporting the complainant's position
5. The complaint must be delivered to both of the following individuals by the means specified for each:
  - a. Send by email and send hard copy by delivery method requiring signature to the following:

Alexa Ross, Esq.  
ROBBINS ROSS ALLOY BELINFANTE LITTLEFIELD LLC  
500 14th Street NW, Atlanta, GA 30318  
aross@robbinsfirm.com

- b. Send by email to the following

Kenneth Tennyson Asher  
Georgia Cyber Academy Board Chair  
ktennyson@georgiacyber.org

#### D. Complaint Investigation

1. Within ten (10) business days of receipt of the complaint, the GCA Board will issue a Letter of Acknowledgement to the complainant that contains the following information:
  - b. Date complaint was received
  - c. How the complainant may provide additional information
  - d. The ways in which complaint may investigated or addressed
  - e. Any other information pertinent at the initial phase of investigation
2. GCA will within sixty (60) calendar days from receipt of the complaint to issue a Letter of Findings. The 60-day timeline may be extended, if exceptional circumstances exist, in which event the GCA Board must inform the complainant in writing of the additional time required. The Letter of Findings will be sent by the GCA Board directly to the complainant. If the Letter of Findings indicates that a violation has been found, corrective action will be required, and the details of the corrective action and timeline for its completion will be included.

#### E. Appeal Rights

If the complainant has filed a complaint with Georgia Cyber Academy Board and is dissatisfied with the result, the complainant must provide the Georgia State Charter Schools Commission and the State Department of Education written proof of the attempt to resolve the issue with Georgia Cyber Academy Board.

F. FORM COMPLAINT: STATE LAW

*USE ADDITIONAL PAGES IF NECESSARY. INCLUDE ALL DOCUMENTATION REQUESTED.*

Name (Complainant):			
Mailing Address:			
Phone Number (home):			
Phone Number (cell):			
Phone Number (work):			
Person/department in violation of federal law:			
Date of violation:			
Requirement of State statute, Rule, or Charter provision that GCA has violated (include citation to the statute, Rule, or Charter provision)			
The facts on which the allegation of violation is based:			
Individuals who can provide additional/confirming information:			
Name	Telephone	Address	Email
Other agency with which complaint has been filed:			
Signature of Complainant: Date:			

*SEND TO THE FOLLOWING:*

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Georgia Cyber Academy Board Chair  
[ktennyson@georgiacyber.org](mailto:ktennyson@georgiacyber.org)