

**Administrative Office**

191 Big A School Road, Toccoa, GA 30577  
Phone: 706-886-9415 | Fax: 706-886-3882

**STEPHENS COUNTY SCHOOL SYSTEM FEDERAL PROGRAMS  
COMPLAINT PROCEDURES AND FORM**

Any organization or individual (complainant) may file a formal complaint alleging a violation of the Every Student Succeeds Act of 2015 (ESSA) against a Georgia school district, 21<sup>st</sup> Century Community Learning Center (21<sup>st</sup> CCLC Program) or the Georgia Department of Education (GADOE) itself.

**Written procedures are listed below for complaints regarding all Federal programs.**

1. A formal complaint form must be signed, dated, and submitted to the Stephens County School System Federal Programs Director at the following address:

Attention: Federal Programs Director  
Stephens County School System  
191 Big A School Road  
Toccoa, GA 30577
2. Within 10 days of receipt of the complaint, Stephens County School System will issue a letter of acknowledgement to the complainant that contains the following information:
  - The date Stephens County School System received the complaint.
  - How the complainant may provide additional information.
  - A statement regarding the ways in which Stephens County School System may investigate or address the complaint.
  - Any other pertinent information.
3. If any additional information or an investigation is necessary, the school system will have 60 days from the receipt of the information or completion of the investigation (which may be extended if exceptional circumstances exist) to issue a letter of findings which may include:
  - An indication of finding(s), if any
  - A corrective action plan, if necessary
  - A timeline for implementation of the corrective action plan, if necessary
4. If the complaint cannot be resolved at the local level, the complainant has the right to request a review of the decision by the Georgia Department of Education within 30 days from the date on which the complainant receives the letter of findings from Stephens County School System. The complaint must be accompanied by a copy of the school system's letter of findings and include a complete statement of the reasons supporting the appeal. The Georgia Department of Education (GADOE) online Complaint Form and other information regarding complaints may be accessed from the GADOE Filing Formal Complaints Under ESSA Programs webpage: <https://www.gadoe.org/School-Improvement/Federal-Programs/Pages/Formal-Complaints-under-ESSA-Programs.aspx>. A formal complaint may also be mailed to the following address:

Georgia Department of Education  
Federal Programs Director  
205 Jesse Hill Jr. Drive SE  
1854 Twin Tower East  
Atlanta, GA 30334

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**STEPHENS COUNTY SCHOOL SYSTEM ESSA FEDERAL PROGRAMS COMPLAINT FORM**

Date of Complaint		Date(s) of Alleged Violation(s)	
Complainant Name			
Complainant Title/Position (if applicable)			
Complainant Address			
Complainant Email Address			
Complainant Phone Number(s)			
Has the complaint been filed with another government agency?	<input type="checkbox"/> YES List government agencies: <input type="checkbox"/> NO		
Stephens County School System Federal Programs included in the list of Federal ESSA programs for which formal complaints may be filed and investigated (check all that apply)	<input type="checkbox"/> Title I, Part A Improving Basic Programs Operated by Local Educational Agencies <input type="checkbox"/> Title I, Part C Education of Migratory Children <input type="checkbox"/> Title I, Part D Prevention and Intervention Programs for Children and Youth Who Are Neglected, Delinquent, or At-risk <input type="checkbox"/> Title II, Part A Supporting Effective Instruction <input type="checkbox"/> Title III, Part A Language Instruction for English Learners and Immigrant <input type="checkbox"/> Title IV, Part A Student Support and Academic Enrichment		
What Federal statutory or regulatory requirements that apply to equitable services do you feel have been violated? Please attach supporting documentation.			
Please describe the issue(s), including dates; and any steps you have taken to resolve the issue. Please attach supporting documentation.			
Contact information for other individuals who can provide additional information			
Please describe the solution or action by Stephens County School System that may be taken to resolve the issue.			

Signature of Complainant

Date

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**PLEASE ATTACH SUPPORTING DOCUMENTATION AFTER THIS PAGE.**