



Complaint Procedures for Federal Programs Turner County School System

This document outlines the federal programs complaint procedures for the Turner County School System. The procedures describe grounds for complaints, the federal programs for which complaints may be filed, the role of the complainant, the role of the district, as well as the appeal process. The address to which complaints should be filed is also included in the procedure.

Dissemination of Complaint Procedures

- Complaint procedures listed on the school system website.
- Complaint procedures listed on each school's website.
- Information regarding complaint procedures distributed annually to school administrators to share with their staff.
- Complaint procedures shared with parents and family members during the annual Title I Annual Meeting.

A. Grounds for a Complaint

Any individual, organization or agency (complainant) may file a complaint with the Georgia Department of Education (GaDOE) 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 Title I, Part A of the Elementary and Secondary Education Act of 1965 (ESEA). The complaint must allege a violation that occurred not more than one 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 May Be Filed

1. Title I, Part A: Academic Achievement
2. Title I, Part C: Education of Migrant Children
3. Title I, Part D: Neglected, Delinquent, At Risk Children
4. Title II, Part A: Teacher and Principal Training and Recruiting
5. Title II, Part D: Enhancing Education Through Technology
6. Title IV, Part A: Student Support and Academic Enhancement Grants
7. Title IV, Part B: Rural Education Initiative
8. Title VIII, Section 8501: Nonpublic Equitable Services
9. Title IX, Part C: McKinney-Vento Homeless Assistance Act

C. Complaints Originating at the Local Level

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 GaDOE 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 GaDOE with written proof of their attempt to resolve the issue with the Turner County School System.

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 Turner County School System 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.
7. The address of the complainant.
8. The complaint must be addressed and mailed to:
Federal Programs Director
Turner County School System
423 North Cleveland Street
Ashburn, GA 31714

E. Investigation of a Complaint

Within ten days of receipt of the complaint, the Turner County School System will issue a Letter of Acknowledgement to the complainant that contains the following information:

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

If additional information or an investigation is necessary, the Turner County School Superintendent will have 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 timeline 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 the complainant does not agree with the decision of the Superintendent, an appeal may be filed with the Turner County Board of Education. Within thirty working days of receipt of the appeal of the Superintendent's decision, the Superintendent will present the matter to the Board of Education at its regular meeting or at a special meeting called for that purpose. The Board will review the original complaint, the response of the Superintendent, and the response of the complainant. In addition, the Board may, but is not required to, hear directly from any individuals with knowledge of any relevant facts relating to the complaint. The Board of Education will either uphold the recommendation of the Superintendent or require the District to take some other action in response to the complaint. A copy of the action of the Board will be furnished to the complainant, either as a part of the minutes of the Board of Education or as a separate written statement that will include the right to appeal to the Georgia Department of Education. The Board will be the final reviewing authority within the system.

If an individual, organization or agency is aggrieved by the final decision of the Turner County Board of Education, that individual, organization or agency 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 the GADOE's decision to the U.S. Secretary 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 Turner County School System's decision and include a complete statement of the reasons supporting the appeal.

TURNER COUNTY SCHOOLS Federal Programs Complaint Form

Please Print.

Name of (Complainant):	
Mailing Address:	
Phone Number (home/cell):	
Phone Number (work):	
Person/department complaint is being filed against:	
Date on which violation occurred:	
Statement that Turner County Schools 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.	
Signature of Complainant:	Date:
Mail or deliver this form to: <div style="text-align: center;">Federal Programs Director Turner County Schools 423 N. Cleveland Street Ashburn, GA 31714</div>	
Date Received:	
Date of Response to Complainant:	