

Chickamauga City School District

Complaint Procedures under Every Student Succeeds Act (ESSA)

Grounds for a Complaint

A complaint may be filed with the Chickamauga City School District (CCSD) when an organization or individual believes that a recipient of funding has violated a requirement of the federal statute or regulation related to the administration of a program under Every Student Succeeds Act of 2015 [2] (ESSA).

Federal (ESSA) Programs for Which Complaints Can Be Filed

- Title I, Part A: Improving Basic Programs Operated by Local Educational Agencies.
- Title I, Part A: School Improvement Grants.
- Title I, Part C: Education of Migrant Children.
- Title I, Part D: Prevention and Intervention Programs for Children and Youth Who Are Neglected, Delinquent, or At-Risk.
- Title II, Part A: Supporting Effective Instruction.
- Title III, Part A: Language Instruction for English Learners and Immigrant Students.
- Title IV, Part A: Student Support and Academic Enrichment
- Title IV, Part B: 21st Century Community Learning Centers.
- Title X, Part C: McKinney-Vento Homeless Assistance Act

Complaints Originating at the Local Level

As part of its Assurances within ESSA program grant applications and pursuant to Section 9306 within Every Student Succeeds Act (ESSA), 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 at the local level.

Filing a Complaint

A complaint may be filed when an organization or individual believes that a recipient of funding has violated a requirement of the federal statute or regulation related to the administration of a program. 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. A complaint must be made in writing and mailed or submitted via email to Stacy McDaniel (stacy.mcdaniel@glschools.org) and signed by the complainant. The complaint must include the following:

1. The complainant's contact information (name, address, phone number, and email address).
2. The date(s) on which the alleged violation(s) occurred.
3. A statement that Chickamauga City School District, a school, or consortium of agencies has violated a requirement of a federal statute or regulation that applies to an applicable program.
4. The facts and documentation on which the statement is based.
5. The specific federal requirement allegedly violated (include citation to the federal statute or regulation, if known).
6. Contact information for other individuals who can provide additional information, if applicable (name, phone number, address, and email address).
7. Whether the complaint has been filed with any other agency, and if so, which agency.
8. Copies of applicable documents supporting the complainant's position.
9. Signature of the Complainant and date of complaint.

Investigation of Complaint

Within ten 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 Chickamauga City School District (CCSD) received the complaint.
2. How the complainant may provide additional information.
3. A statement of the ways in which CCSD may investigate or address the complaint.
4. Any other pertinent information.

If the complaint involves a school, CCSD will also send a copy of the Letter of Acknowledgement to the principal, along with a copy of the complaint. The Title I Director, Federal Programs Director, or his or her designee will conduct an investigation and examine all pertinent information. The investigation may include confirmation of details; clarification of the issues; interviews with person filing the complaint, school district personnel, or other individuals; observations; on-site visits; and other activities as determined by the nature of the allegation. The general complaint investigation time frame is 30 days.

Appropriate CCSD staff will review the information and work to resolve the complaint. If appropriate, opportunities to submit additional information are given to the complainant. If additional information or an investigation is necessary, the CCSD 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. Either the 30-day or the 60-day timelines outlined 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.

Right of Appeal

If an individual, organization or agency is aggrieved by the final decision of CCSD, 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 GaDOE's discretion.

Chickamauga City Schools District
Complaint Form for Federal Programs under Every Student Succeeds Act of 2015 (ESSA)

Name (Complainant):	
Mailing Address:	
Phone Number (home/cell):	Phone Number (work):
Email Address:	
Agency/School complaint is being filed against:	
Date(s) on which the alleged violation(s) occurred:	
Statement that the local school system, school, other agency has violated a requirement of Federal statute or regulation that applies to an applicable program (attach additional sheets if necessary):	
The facts and documentation on which the complaint is based:	
The specific federal requirement allegedly violated (include citation to the federal statute or regulation, if known):	
Contact information for other individuals who can provide additional information, if applicable (name, telephone number, address, and email address):	
Whether the complaint been filed with any other agency and, if so, which agency:	
Please attach/enclose copies of all applicable documents supporting your position.	
Signature of Complainant:	Date:
Send this form to: Chickamauga City Schools Attention: Stacy McDaniel, Director of Federal Programs 402 Cove Road Chickamauga, Georgia 30707 stacy.mcdaniel@glschools.org	