



Complaint Procedures

Federal Complaint Procedures under the Elementary and Secondary Education Act of 1965, as amended by the Every Student Succeeds Act (ESSA) for the Long County School District

A. Grounds for a Complaint

Any individual, organization or agency (Complainant) may file a complaint with the Long County Board of Education if that individual, organization or agency believes and alleges that a local school or district representative is violating a Federal statute or regulation that applies to a program under ESSA. 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.

B. Federal Programs for Which Complaints Can Be Filed

1. Title I, Part A: Improving Basic Programs Operated by LEA
2. Title I, Part A: Parent and Family Engagement
3. Title I, Part C: Education of Migratory Children
4. Title I, Part D: Programs for Children and Youth Who Are Neglected, Delinquent, or At-Risk
5. Title II, Part A: Supporting Effective Instruction Grant
6. Title II, Part B: Mathematics and Science Partnerships Grant Programs
7. Title III, Part A: Language Instruction for English Learners and Immigrant Students
8. Title IV, Part A: Student Support and Academic Enrichment
9. Title IV, Part B: 21st Century Community Learning Centers
10. Title V, Part B: Rural and Low-Income School Program
11. Title IX, Part A: McKinney-Vento Education for Homeless Children and Youth
12. School Food Nutrition Programs
13. School Improvement Grant Programs 1003(a)
14. School Improvement Grant Programs 1003(g)
15. Striving Readers Grant Programs
16. IDEA Individuals with Disabilities Act (IDEA) regulations
17. Special Education Rules/Regulations
18. Student Data Privacy Accessibility and Transparency Act
19. Equitable Services (Title I and VIII)

C. Filing a Complaint

Complaints from private schools, Long County School System employees, parents, and community stakeholders must be filed in writing to the site-based administrator or his/her designee. All information in the Long County Complaint form should be documented in the written complaint (see below).

In the event the complaint cannot be resolved at the site level, a formal complaint must be filed in writing to the Long County School Superintendent or his/her designee.

The complaint must include the following:

1. A statement that the LEA 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 if possible);
4. A list of the names and telephone numbers of individuals who can provide additional information;
5. Copies of all applicable documents supporting the complainant's position;
6. A description of the solution or action you feel will resolve the issue; and
7. The address of the complainant.

D. Investigation of Complaint

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

1. The date the Superintendent received the complaint;
2. How the complainant may provide additional information;
3. A statement of the ways in which the Superintendent or designee may investigate or address the complaint;
4. Any other pertinent information;
5. If additional information or an investigation is necessary, the Superintendent or designee will have sixty (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.

E. Right of Appeal

If the complaint cannot be resolved at the local level, the complainant has the right to request review of the decision by the Georgia Department of Education. The appeal must be accompanied by a copy of the Superintendent's decision and include a complete statement of the reasons supporting the appeal.

The complaint must be addressed to:

Georgia Department of Education
Office of Legal Services
205 Jesse Hill Jr. Drive SE
2052 Twin Tower East
Atlanta, GA 30334

Long County Schools: Complaint Form

Please Print

Name of (Complainant):
Mailing Address:
Phone Number (home): (work):
Person/department complaint is being filed against:
Date on which violation occurred:
Statement that the Long County School System 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:

Long County School Superintendent
Long County School District
PO Box 428
468 South McDonald Street
Ludowici, Ga 31316

Date Received:

Date of Response to Claimant: