



Paulding County School District Complaint Procedures

The Paulding County School District addresses complaint procedures through its Board policy. Annually, all employees are required to review the Complaint procedures in Target Solutions. The complaint procedure is also included in the student/parent handbook, which is distributed annually at the start of the school year, as well as provided at the private school consultation and posted on the PCSD website.

Parents/school communication is described in student handbooks and on the website. Parents are expected to address complaints or grievances beginning at the school level with the teacher first and then the administration. If parents feel their issues have not been resolved, Central Office personnel should be contacted. Finally, if they remain unsatisfied, parents should contact the Superintendent of Schools. Parents have the right to speak to the Board of Education through public participation at a Board of Education meeting. Conference forms/notes/minutes are kept on file as documentation of the issues. Complaint procedures are described, and a form for documenting complaints is located, on the Parent Engagement (Title I) section of the Paulding County School District website. The complaint procedures describe grounds for complaints, federal programs for which complaints can be filed, filing and investigation of a complaint, as well as rights to appeal.

The GADOE address to which complaints should be filed is included in the procedure.

Section 9304 – General Applicability of State Educational Agency Assurances

Section 9503 – Complaint Process for Participation of Private School Children

Grounds for a Complaint

Any individual, organization or agency may file a complaint with the Paulding County School District if that individual, organization or agency believes and alleges that the PCSD is violating a Federal Statute or regulation that applies to a program under the Elementary and Secondary Education Act of 1965 (ESEA). 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 ongoing.

Federal Programs for Which Complaints Can Be Filed

1. Title I, Part A: Improving Basic Programs Operated by Local Educational Agencies.
2. Title I, Part C: Education of Migrant Children.
3. Title I, Part D: Prevention and Intervention Programs for Children and Youth Who Are Neglected, Delinquent, or At-Risk.
4. Title II, Part A: Teacher and Principal Training and Recruiting Fund.
5. Title III, Part A: English Language Acquisition, Language Enhancement, and Academic Achievement.
6. Title IV, Part B: 21st Century Community Learning Centers
7. Title VI, Part A, Subpart 1, Section 6111: State Assessment Program.
8. Title VI, Part A, Subpart 1, Section 6112: Enhanced Assessment Instruments Competitive Grant Program
9. Title VI, Part B, Subpart 2: Rural and Low-Income Schools.
10. Title IX, Part E, Subpart 1, Section 9503: Complaint Process for Participation of Private School Children.
11. Title X, Part C – McKinney-Vento Homeless Assistance Act



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Complaints Originating at the Local Level

As part of its Assurances within ESEA program grant applications and pursuant to Section 9306 within the Title I, Part A of the Elementary and Secondary Education Act of 1965 (ESEA), 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

Complaints and grievances shall be handled and resolved as close to their origin as possible and through the proper channels using the following procedures:

A complaint must be made in writing and signed by the complainant. The complaint must include the following:

- A statement that the PCSD has violated a requirement of a Federal statute or regulation that applies to an applicable program;
- The date on which the violation occurred;
- The facts on which the statement is based and the specific requirement allegedly violated; (include citation to the federal statute or regulation).
- A list of the names and telephone numbers of individuals who can provide additional information;
- Whether a complaint has been filed with any other government agency, and if so, which agency;
- Copies of all applicable documents supporting the complainant's position; and address of complaint.

The complaint must be addressed to:

Georgia Department of Education

Office of School Improvement

Federal Programs Division

205 Jesse Hill Jr. Drive, S.E.

2052 Twin Towers East

Atlanta, GA 30334

Once the complaint is received by the Federal Programs Division, it will be copied and forwarded to the appropriate Federal Program Manager.

Investigation of the Complaint:

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



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- The date the GaDOE complaint was received;
- How the complainant may provide additional information;
- A statement of the ways in which the Federal Programs Coordinator may investigate or address the complaint; and
- Any other pertinent information

If the complaint involves an LEA, the GaDOE will also send a copy of the Letter of Acknowledgement to the local superintendent, along with a copy of the complaint. The GaDOE will contact the LEA to clarify the issues and review the complaint process. If the complaint cannot be resolved through this contact, the GaDOE will invite the LEA to submit a written response to the GaDOE, and to provide a copy of the response to the complainant.

Appropriate GaDOE staff will review the information and determine whether:

1. Additional information is needed.
2. An on-site investigation must be conducted.
3. Other measures must be taken to resolve the issues raised in the complaint.
4. A Letter of Findings can be issued.

If additional information or an investigation is necessary, the GaDOE 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 the GaDOE, that individual, organization or agency has the right to request review of the decision by the U.S. Secretary of Education. The review is at the Secretary's discretion.

For complaints filed pursuant to Title IX, Part E, Subpart 1, 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 GaDOE's decision and include a complete statement of the reasons supporting the appeal.

Filing an Appeal Review with the Georgia Department of Education

Procedures and Complaint Form for filing with the GA DOE can be found at <http://programcomplaint.doe.k12.ga.us/everestwebportal/webform.asp>

Once the complaint has been received at the local level, information will be entered into a log containing the date of receipt; name and address of the complainant; and the general nature of the complaint.



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Complaint Form for Federal Programs under the No Child Left Behind Act of 2001

Name (Complainant):	
Mailing Address:	
Phone Number (home):	Phone Number (work):
Program complaint is being filed against:	
Date on which violation occurred:	
Statement that the Paulding County School District has violated a requirement of a Federal statute or regulation that applies to an applicable program (include citation to the Federal statute or regulation)	
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:	
Has a complaint been filed with any other government agency? If so, provide the name of the agency.	
Please attach/enclose copies of all applicable documents supporting your position.	
Signature of Complainant:	Date:
Mail this form to: Georgia Department of Education/Office of School Improvement Federal Programs Division 205 Jesse Hill Jr. Drive, S.E. 2052 Twin Towers East Atlanta, GA 30334	