

## **2018-2019 Coweta County School System Complaint Procedures**

Coweta County Board Policy JCE explains the complaint process for students. The Coweta County School System realizes that there may be conditions in the school system that need improvement and that a student should have some means to effectively express their concerns which will be considered and handled with fairness. Students' complaints and grievances shall be resolved through orderly processes and at the lowest possible level. However, the following outlines the channels for eventual hearing should a circumstance dictate.

General complaints and grievances shall be approached in the following manner:

1. The opportunity shall be provided any student or parents to discuss with the teacher a decision or situation which is considered unjust or unfair;
2. If the matter remains unresolved, the student or parents may bring the matter to the principal's attention for consideration;
3. If the matter remains unresolved, it may be brought to the Superintendent or a designee for consideration;
4. Complaints that remain unresolved following any action of the Superintendent may be referred in writing to the Board. The Board's decision, if it chooses to make one, shall be final

### **Complaint Procedures related to Federal Programs and/or the Every Student Succeeds Act (ESSA)**

Any individual, organization or agency ("complainant") may file a complaint with the Coweta County School System if that individual, organization, or agency believes and alleges that a violation of a Federal statute or regulation that applies to a program under ESSA has occurred. An official Coweta County School System Federal Programs and/or Every Student Succeeds Act (ESSA) complaint form is included in this document.

A formal complaint must be submitted in writing to the Coweta County School System Superintendent or his/her designee. The federal complaint form is located on the district website and available at all Coweta County School System schools and offices.

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. The federal programs for which complaints can be filed

1. Title I, Part A - Improving the Academic Achievement of the Disadvantaged
2. Title I, Part A - Academic Achievement Awards
3. Title I, Part A - Flexible Learning Program (FLP)
4. Title I, Part A - Foster Care Program
5. Title I, Part A - Family-School Partnership Program
6. Title I, Part C - Education of Migratory Children
7. Title I, Part D - Programs for Neglected or Delinquent Children

8. Title II, Part A - Supporting Effective Instruction
9. Title III, Part A - Language Instruction for English Learners and Immigrant Students
10. Title IV, Part A - Student Support and Academic Enrichment
11. Title IV, Part B - 21st Century Community Learning Centers
12. Title V, Part B - Rural Education Initiative
13. Title IX, Part A - McKinney - Vento Homeless Assistance Act

### **Filing a Complaint**

A formal complaint must be submitted in writing to the Coweta County School System Superintendent or his/her designee. The federal complaint form is located on the district website and available at all Coweta County School System schools and offices.

### **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 Department received the complaint;
2. How the complainant may provide additional information;
3. A statement of the ways in which the Department may investigate or address the complaint; and
4. Any other pertinent information.

If additional information or an investigation is necessary, the Superintendent 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.

### **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 30333

# COWETA COUNTY SCHOOL SYSTEM

## Complaint Form for Federal Programs under the Every Student Succeeds Act (ESSA)

Please Print

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

Coweta County School Assistant Superintendent

Coweta County Schools

PO Box 280

Newnan, Georgia 30264

Date Received:

Date of Response to Claimant:

**Please submit this form to**

**Dr. Marc Guy, Assistant Superintendent**

**Coweta County School System**

**237 Jackson Street**

**Newnan, GA 30263**

**marc.guy@cowetaschools.net**

**770-254-2801**