SCREVEN COUNTY BOARD OF EDUCATION

COMPLAINT PROCEDURES UNDER THE
NO CHILD LEFT BEHIND ACT

A. Grounds for a Complaint

Any individual, organization or agency ("Complainant") may file a complaint with the Superintendent of the Screven County School System if that individual alleges that the Screven County School System (School System) is violating a Federal statute or regulation that applies to a program under the No Child Left Behind Act. 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 Complaint can be filed

1. Title I, Part A: Improving Basic Programs Operated by Local Educational Agencies
2. Title I, Part B, Subpart 3: Even Start Family Literacy
3. Title I, Part C: Education of Migrant Children
4. Title I, Part D: Prevention and Intervention Programs for Children and Youth who are Neglected, Delinquent, or At-Risk
5. Title II, Part A: Teacher and Principal Training and Recruiting Fund
6. Title II, Part D: Enhancing Education through Technology
7. Title III, Part A: English Language Acquisition, Language Enhancement and Academic Achievement
8. Title IV, Part A, Subpart 1: Safe and Drug Free Schools and Communities
9. Title IV, Part A, Subpart 2: Community Service Grants
10. Title IV, Part B: 21st Century Community Learning Centers
11. Title IX, Part E, Subpart 1, Section 9503: Complaint Process for Participation of Private School Children

C. Filing a Complaint

A complaint must be made in writing to the Screven County School Superintendent or his or her designee and signed by the Complainant. The complaint must include the following:

1. A statement that the 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 a 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; and
7. The address of the Complainant.

The complaint must be addressed to the following:
Superintendent of Schools
Screven County Board of Education
Post Office Box 1668
Sylvania, Georgia 30467
Once the complaint is received, it will be copied and forwarded to the appropriate Federal Program Manager.

D. Investigation of Complaint

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

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

Appropriate School System staff will review the information and the complaint and determine whether:

1. Additional information is needed;
2. Other measures must be taken to resolve the issues raised in the complaint;
3. A Letter of Findings can be issued within thirty (30) days from the receipt of the complaint or the completion of the investigation of the complaint.

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, as well as the other parties involved.

E. Right of Appeal

If an individual, organization or agency is aggrieved by the final decision of the Superintendent of Schools or his or her designee, 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 State School Superintendent's discretion.

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 School System’s decision to the Georgia Department of Education no later than thirty (30) days from the date on which the Complainant receives the Letter of Findings. The appeal must be accompanied by a copy of the Superintendent’s decision and include a complete statement of the reasons supporting the appeal.

Nothing in this procedure is intended to prohibit the parties from resolving a problem prior to formal filing of a written complaint. At any stage of processing the complaint, the parties may mutually agree to attempt mediation as an alternative dispute resolution.