

Complaint Procedures for Federal Programs

Laurens County School System

Revised July 12, 2018

Programs from which Laurens County receives federal funds and for which stakeholders may file complaints include the following:

- Title I, Part A: Improving the Academic Achievement of the Disadvantaged.
- Title I, Part C: Education of Migrant Children.
- Title I, Part D: Neglected and Delinquent
- Title II, Part A: Teacher Quality
- Title III, Part A: Language Instruction for LEP & Immigrant
- Title IV, Part A – Student Support and Academic Enrichment
- Title VI, Part B, Subpart 2: Rural and Low-Income Schools.
- McKinney-Vento Act: Homeless Children and Youth
- School Improvement 1003(a) and 1003(g) SIG

Grounds for a Complaint

Any individual, organization or agency (stakeholder) may file a complaint with Laurens County School if that individual, organization or agency believes and alleges that the Laurens County School system 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.

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;
 - 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
 - The address of the complainant.

The complaint must be addressed to:

**Federal Programs Director
Laurens County Schools
467 Fire Tower Road
Dublin, GA 31021**

Complaint Process:

Complaint Procedure is posted on the main page of the Laurens County Schools website, in each school office and the Board of Education Office. Each notice includes the following information:

- ✎ Programs for which Laurens County receives federal funds and for which complaints can be filed*
- ✎ Grounds for complaints*
- ✎ Directions for filing a complaint*

Once a complaint has been received, the following procedure may be employed to investigate the complaint:

Investigation of the Complaint:

- *Any complaints or grievances shall be addressed to the Federal Programs Director. The Coordinator or his or her designee will issue a Letter of Acknowledgement to the complainant that contains the following information:*
 - *The date the 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*
- *The decision of the Federal Program Director may be appealed to the Superintendent in writing.*
- *The decision of the Superintendent may be appealed to the Laurens County Board of Education in writing. If needed, referral may be made to the Professional Standards Commission for final resolution.*
- *All decisions and appeals shall be submitted in writing.*
- *Complaints will be tracked by the Federal Programs Director by maintaining documentation of written complaints and other supporting information.*
- *Reports will be maintained with letters of complaint and the final resolutions.*