

ELBERT COUNTY SCHOOL DISTRICT

TITLE I COMPLAINT PROCEDURES

6.6 LEA's procedures for handling complaints from schools, parents, students, and other stakeholders.

One of the local school system requirements, as we provide services to eligible Title I children, is a "Complaint Procedure."

Elbert County School District has established the following avenues for responding to complaints. Every effort is made to resolve issues and to answer inquires at the most direct and immediate level. This resolution is facilitated through regular contact between district staff and participating school representatives. If an issue cannot be satisfactorily resolved in this manner, a formal complaint procedure may be implemented. This complaint procedure is for students, parents, community members, or staff.

Steps to file a complaint:

- 1) A parent, student, employee, or district stakeholder who has a complaint regarding the use of federal funds and is unable to resolve the issue at the school level may address the complaint in writing to the District's Title I Director, Dr. Fran Floyd, ffloyd@elbert.k12.ga.us
Elbert County Board of Education, 50 Laurel Drive, Elberton, Georgia, 706-213-4000.
- 2) The District's Federal Program Director will investigate within one week the circumstances of the complaint and render a decision within two weeks, after receipt of the complaint.
- 3) The District's Federal Program Director will notify the complainant in writing of the resolution/decision.
- 4) The complainant will be allowed one week to respond to the decision before it becomes final.
- 5) The complainant will either accept or reject the decision and will provide such acknowledgment in writing, addressed to the District's Federal Program Director.
- 6) If the issue is not resolved by the District's Federal Program Director, the complaint will be forwarded to the Superintendent, who will investigate the circumstances of the complaint and will render a decision within two weeks of receiving the complaint.
- 7) The Superintendent will notify the complainant and the District's Federal Program Director in writing of the resolution/decision. The complainant will be allowed one week to respond to the decision in writing, addressed to the District's Superintendent.

8) If the issue is not resolved with the superintendent, the complaint will be forwarded to the District's Board of Education or the Georgia Department of Education for further review. The parent or guardian or unaccompanied youth shall be provided with a written explanation of the decision including the rights of the parent, guardian, other stakeholder or student to appeal the decision.

9) Flexible Learning Program (FLP) - A complaint regarding FLP requires a written statement alleging discrimination, harassment, or a violation of a federal or state law or regulation. For the complete complaint process for Flexible Learning Program (FLP), all parties involved in the implementation and delivery of FLP are entitled to access the complaint process to resolve complaints. All parent or provider complaints must be submitted in writing to the Federal Program Director, Dr. Fran Floyd, ffloyd@elbert.k12.ga.us, or Elbert County Board of Education, 50 Laurel Drive, Elberton, Georgia 30635.

10) Homeless Students - Disputes addressing the enrollment, transportation, and other barriers to the education of children and youth experiencing homelessness are also addressed under this procedure. Parents, guardians, and unaccompanied youth may initiate the dispute resolution process directly at the school they choose, as well as at the District or District's Homeless Liaison's Office, Kate Johnson at kwjohn@elbert.k12.ga.us or Elbert County Board of Education, 50 Laurel Drive, Elberton, Georgia.

a. The parent or guardian or unaccompanied youth shall be provided with a written explanation of the school's decision including the rights of the parent, guardian, or youth to appeal the decision.

b. Students must be provided with all services for which they are eligible while disputes are resolved.

All complaints regarding the Homeless Education Program should be submitted to the district's Homeless Liaison, Kate Johnson, kwjohn@elbert.k12.ga.us, or Elbert County Board of Education, 50 Laurel Drive, Elberton, Georgia 30635.

Complaints may be filed in writing via email or hard copy. The person filing the complaint may use the following form:

Appeal for Resolution

School: _____

Date: _____

Representative: _____

Briefly describe the situation or condition that has resulted in this appeal.

What outcome or resolution do you propose?

How do LEAs, parents/guardians and providers resolve complaints during the delivery of the Flexible Learning Plan services?

Resolution:

Timeline for Implementation of Resolution:

_____ **Complainant**

_____ **Date**

_____ **Federal Program Director**

_____ **Date**