

JOHNSON COUNTY SCHOOLS

Complaints or Grievances Procedures

Johnson County Schools provide an **annual** dissemination of a written notice of the district's complaint procedures to students, employees, parents, Advisory committees, appropriate private school officials and other interested parties. The **Superintendent** shall ensure that employees designated to investigate complaints are knowledgeable about the laws and programs for which they are responsible. Such employees may have access to legal counsel as determined by the **Superintendent** or designee.

What is a complaint? A complaint is a written allegation that a school, school district, other agency authorized by a school district or the GDOE, has violated the law in the administration of education programs.

What information should a complaint include? A complaint must identify: the alleged violation, the facts supporting the alleged violation, and any supporting documentation.

How and where should a complaint alleging a violation by a school, school district, or other agency authorized by a school district or the GDOE be sent? To initiate a complaint that a school, school district, or other agency authorized by a school district or the GDOE has violated the administration of an education program, a complainant must submit a written complaint to the teacher or educator immediately in charge of supervision of the student or program. A list of school contact information can be found at www.johnson.k12.ga.us, by emailing using the educator's first and last name: first_last@johnson.k12.ga.us or calling (478) 864-3302

- Title I, Part A; Title I, Part C; Title I, Part, D, Title I Rewards; Title III, Part A - Tecia McKay, Program Director
- Title II, Part A - Rebecca Thomas, Program Director
- Title VI, Part B - Dawn Howell, Program Director
- McKinney-Vento Act / Homeless - Tecia McKay, Program Director
- School Improvement - Tecia McKay
- Migrant - Tecia McKay, Program Director
- Parental Involvement - Tecia McKay, Program Director / JJ Rowland, District Parent Liaison

How and where should a nonpublic school official submit a complaint alleging a violation by a school district? To initiate a complaint that a school district has violated the administration of an education program, a nonpublic school official must submit a written complaint directly to the GDOE State Superintendent. A list of the GDOE contact information can be found at www.gadoe.org, by emailing askdoe@gadoe.org, or by or calling (800) 311 – 3627

Investigation of a Complaint

What happens after a written complaint alleging a violation of law by a school, school district, or other agency authorized by a school district or the GDOE is submitted? When a written complaint is received, a Letter of Acknowledgement is issued to the complainant.

What information is sent about the investigation regarding an alleged violation by a school, school district, or other agency authorized by a school district or the GDOE? An investigation is coordinated. When the investigation is complete, the complaint is notified regarding the outcome of the investigation.

Resolution of the Complaint

How are violations by a school, school district, or other agency authorized by a school district or the GDOE resolved? If a violation has occurred, a designee and or committee is assigned to oversee the matter identifies and imposes the appropriate consequences or corrective action as required by regulation to resolve the complaint. If a violation has occurred, a designee or committee identifies and imposes the appropriate consequences or corrective actions as required by regulation to resolve the complaint.

Appeal Process

Can a complainant appeal a decision? If the complainant does not agree with the decision, the complainant may appeal to the GDOE Secretary, United States Department of Education at:

Secretary, United States Department of Education
400 Maryland Avenue, SW
Washington, DC 20202-4611

The complainant must appeal no later than 30 days after the resolution is offered. The appeal must be accompanied by a complete statement of reasons supporting the appeal.

Georgia Department of Education Complaint Procedures Under the Elementary and Secondary Education Act (ESEA):

Section 9304 – General Applicability of State Educational Agency Assurances

Section 9503 – Complaint Process for the Participation of Private School Children

A. Grounds for a Complaint

Any individual, organization or agency (“complainant”) may file a complaint with the Georgia Department of Education (“Department”) if that individual, organization or agency believes and alleges that a local educational agency (“LEA”), the state education agency (“SEA”), or an agency or consortium of agencies is violating a Federal statute or regulation that applies to a program under the Elementary and Secondary Education Act. 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 systematic or ongoing. This procedure applies to complaints that may involve, or relate to 21st CCLC.

B. Complaints Originating at the Local Level

As part of its Assurances within ESEA program grant application and pursuant to Section 9306 of the ESEA, and 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 Department 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 Department with written proof of their attempt to resolve the issue at the local level.

C. Filing a Complaint

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

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

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 30334
Telephone: (404) 463-1537
Email: sdrake@doe.k12.ga.us

Once the complaint is received by the Office of Legal Services, it will be copied and forwarded to the appropriate Federal Program Manager.

When a complaint involves and LEA, the department will also send a copy of the Letter of Acknowledgement to the local superintendent, along with a copy of the complaint. The Department will contact the LEA to clarify the issues and review the complaint

process. If the complaint cannot be resolved through this contact, the Department will invite the LEA to submit a written response to the Department, and to provide a copy of the response to the complaint.

D. Investigation of Complaint

Within ten (10) days of receipt of the complaint, the General Counsel or his or her designee will issue a Letter of Acknowledgement to the complainant that contains the following information:

- a. The date the Department received the complaint;
- b. How the complainant may provide additional information;
- c. A statement of the ways in which the department may investigate or address the complaint; and
- d. Any other pertinent information