

Complaint Procedures for Federal All Programs Operated by Bryan County Schools

Grounds for a Complaint

Any individual, organization or agency may file a complaint with the Bryan County School District if that individual, organization or agency believes and alleges that the BCSD 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

Complaint 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 BCSD 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:

Teaching and Learning Assistant Superintendent

Bryan County School System

8810 U.S. Highway 280 East

Black Creek, GA 31308

Dr. Trey Robertson (912) 851-4000

troberson@bryan.k12.ga.us

Investigation of the Complaint:

1. Any complaints of grievances shall be forwarded to the appropriate staff member. The appropriate staff member 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 appropriate staff member may investigate or address the complaint; and
 - Any other pertinent information
2. The decision of the system staff may be appealed to the Superintendent in writing.
3. The decision of the Superintendent may be appealed to the Bryan County Board of Education in writing.
4. All decisions and appeals shall be submitted in writing.
5. Complaint will be tracked by the appropriate staff member by maintaining documentation of all written complaints and other supporting information.
6. Reports will be maintained with letters of complaint and final resolutions.

If the complainant is dissatisfied with the decision of the Local Board of Education, an appeal may be filed with the Deputy Superintendent of Teacher and Student Support at Georgia Department of Education, 2052 Twin Towers East, Atlanta, GA 30334

**Bryan County School District Complaint
Form for Federal Programs under the
Elementary and Secondary Education Act of 1965 (ESEA)**

Please Print:

Name (Complainant):	
Mailing Address:	
Phone Number (home):	Phone Number (work):
Program complaint is being filed against:	
Date on which violation occurred:	
Statement that the Bryan County School System has violated a requirement of a Federal statute or regulation that applies to an applicable program (include citation to the Federal statute or regulation)	
The facts on which the statement is based and the specific requirement allegedly violated: (Attach additional sheet if necessary.)	
List the names and telephone numbers of individuals who can provide additional information:	
Has a complaint been filed with any other government agency? If so, provide the name of the agency.	
Please attach/enclose copies of all applicable documents supporting your position.	
Signature of Complainant:	Date:
Mail this form to: Assistant Superintendent for Teaching and Learning: Dr. Trey Robertson Bryan County School System 8810 U.S. Highway 280 East Black Creek, GA 31308	