Schley County Complaint Procedures

Complaint Procedures under Title I, Part A of the Elementary and Secondary Education Act of 1965 (ESEA)

Schley County Schools are committed to open communication between staff and parents at the county's Title I, Part A schools in order to reach the goal of educating all students. We are aware that disagreements may arise periodically. These disagreements need to be resolved in a timely fashion. The following procedures have been developed to handle complaints dealing with Title I, Part A programs, services, and staff members. All Title I, Part A complaints are to be directed to the Title I coordinator as described below. These procedures apply for the following programs: Title I, Part A; Title I, Part C; Title I, Part, D; Title II, Part A; Title III, Part A; Title VI, Part B; the McKinney-Vento Act; School Improvement 1003(g) (SIG); RT3 and Lowest Achieving Schools.

Filing a Complaint (person with complaint does the following)

1. Gather all information related to the complaint.
2. Fill out the complaint form. Remember, being as specific as possible will help us to resolve the issue.
3. Send the complaint form to the Title I office at the address listed on the form.

Response to Complaint (central office staff does the following)

4. Investigate and prepare a response to the complaint.
5. Set an appointment with the originators of the complaint in order to resolve the complaint. The coordinator of Title I usually arranges this meeting within five (5) working days after receipt of the complaint.

Additional Steps (if required)

6. If the complaint cannot be resolved by the director Title I, a meeting will be set up with the superintendent, the director of Title I, and the concerned parties.
7. The superintendent will work with the director of Title I to resolve the complaint.
8. If the issue is still unresolved, the director Title I will contact the state department of education's Title I, Part A office for guidance.
9. Meetings with officials from the district may be scheduled in order to resolve the complaint.
10. If additional steps beyond the state department of education are required in the resolution of the complaint, these steps will occur in accordance with the federal No Child Left Behind legislation.

Contact for Complaints

Jim Langley, Title I Coordinator
Schley County Board of Education
161 Perry Drive
P.O. Box 66
Phone: 229-937-2805
Fax: 229-937-5180

Schley County Complaint Form

Title I, Part A of the Elementary and Secondary Education Act of 1965 (ESEA)

Name _____

Address _____

Phone Number _____ Date _____

Nature of Complaint _____

_____

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_____

Do Not Write Below This Line

Date Received in Title I, Part A Office _____

Date of Conference _____

Date Resolved _____

Resolution_____

_____

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