

## **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**

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Date Received in Title I, Part A Office \_\_\_\_\_

Date of Conference \_\_\_\_\_

Date Resolved \_\_\_\_\_

Resolution \_\_\_\_\_

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