



# Taylor County School District

P.O. Box 1930 • 23 Mulberry St. • Butler, Georgia 31006

## Taylor County Schools' Complaint Procedures

Taylor County Schools are committed to open communication. Complaints or grievances should be addressed at the school level beginning with the teacher first and then the school administration. If the issue is not resolved at the school level, the next step should be to contact central office personnel. If still not resolved, the superintendent should be contacted. Parents have the right to address the board of education through public participation at a board meeting provided they have followed the appropriate procedures. Complaint procedures are described and a form for documenting complaints is available at the district schools, district office and on the website. The complaint procedures describe grounds for complaints, federal programs for which complaints can be filed, filing and investigation of a complaint, and rights to appeal.

Documentation of complaints is kept on file at the appropriate location.

### **Complaint Procedures under the No Child Left Behind Act**

#### **Section 9304 - General Applicability of State Educational Agency Assurances**

#### **Section 9503 - Complaint Process for Participation of Private School Children**

##### **A. Grounds for a Complaint**

Any individual, organization or agency ("complainant") may file a complaint with the Superintendent if that individual, organization or agency believes and alleges that the local educational agency ("LEA"), is violating a Federal statute or regulation that applies to a program under the No Child Left Behind 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 systemic or ongoing

##### **B. Federal Programs for Which Complaints Can Be Filed:**

1. Title I, Part A: Improving Basic Programs Operated by Local Educational Agencies
2. Title I, Part B, Subpart 3: Even Start Family Literacy
3. Title I, Part C: Education of Migrant Children
4. Title I, Part D: Prevention and Intervention Programs for Children and Youth Who Are Neglected, Delinquent, or At-Risk
5. Title II, Part A: Teacher and Principal Training and Recruiting Fund
6. Title II, Part D: Enhancing Education Through Technology
7. Title III, Part A: English Language Acquisition, Language Enhancement, and Academic Achievement
8. Title IV, Part B: 21<sup>st</sup> Century Community Learning Centers
9. Title VI, Part A, Subpart 1, Section 6111: State Assessment Program
10. Title VI, Part A, Subpart 1, Section 6112: Enhanced Assessment Instruments Competitive Grant Program
11. Title VI, Part B, Subpart 2: Rural and Low-Income Schools
12. Title IX, Part E, Subpart 1, Section 9503: Complaint Process for Participation

of Private School Children

13. Title X, Part C – McKinney-Vento Homeless Assistance Act

**C. Filing a Complaint**

A complaint must be made in writing to the Taylor County School Superintendent and signed by the complainant. The complaint must include the following:

1. A statement that the LEA has violated a requirement of a Federal statute or regulation that applies to an applicable program;
2. The date on which the violation occurred;
3. The facts on which the statement is based and the specific requirement allegedly violated (include citation to the Federal statute or regulation);
4. A list of the names and telephone numbers of individuals who can provide additional information;
5. Whether a complaint has been filed with any other government agency, and if so, which agency;
6. Copies of all applicable documents supporting the complainant's position; and
7. The address of the complainant.

The complaint must be addressed to:

Superintendent of Schools  
Taylor County Board of Education  
23 Mulberry Street  
Butler, GA 31006

Once the complaint is received, it will be copied and forwarded to the appropriate Federal Program Manager.

**D. Investigation of Complaint**

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

1. The date the department received the complaint;
2. How the complainant may provide additional information;
3. A statement of the ways in which the Department may investigate or address the complaint; and
4. Any other pertinent information.

All efforts will be made to resolve the complaint. Appropriate Department staff will review the information and determine whether:

1. Additional information is needed;
2. An on-site investigation must be conducted;

### 3. Other measures must be taken to resolve the issues raised in the complaint

If additional information or an investigation is necessary, the Superintendent will have sixty (60) days from receipt of the information or completion of the investigation to issue a Letter of Findings.

If the Letter of Findings indicates that a violation has been found, corrective action will be required and timelines for completion will be included.

Either the 30-day or the 60-day timelines outlined above may be extended, if exceptional circumstances exist.

The Letter of Findings will be sent directly to the complainant, as well as the other parties involved.

#### **E. Dissemination of Complaint Procedures**

**Complaint procedures are disseminated to stakeholders in the following ways:**

- Complaint procedures are listed on the district and schools' websites.
- Complaint procedures are kept on file in each principal's office.
- Principals receive information about complaint procedures at the annual June/July technical assistance and/or leadership meeting.
- Private schools representative receive complaint procedures at the Annual Private School meeting held in the fall.
- Complaint procedures for the homeless and neglected are shared at technical assistance visits.

#### **F. Right of Appeal**

If the complaint cannot be resolved at the local level, the complainant has the right to request review of the decision by the Georgia Department of Education.

For complaints filed pursuant to Title I, Part E, Subpart 1, Section 9503 (20 U.S.C. §7883, complaint process for participation of private school children), a complainant may appeal Superintendent's decision to the Georgia Department of Education no later than thirty (30) days from the date on which the complainant receives the Letter of Findings. The appeal must be accompanied by a copy of the Superintendent's decision and include a complete statement of the reasons supporting the appeal.

**Taylor County School District  
Complaint Form for Federal Programs under the No Child Left Behind  
Act of 2001**

Please Print

Name of (Complainant):	
Mailing Address:	
Phone Number (home):	Phone Number (work or cell):
Person/department complaint is being filed against:	
Date on which violation occurred:	
Statement that the Taylor 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) (attach additional sheets if necessary):	
The facts on which the statement is based and the specific requirement allegedly violated (attach additional sheets if necessary):	
List the names and telephone numbers of individuals who can provide additional information.	
Please attach/enclose copies of all applicable documents supporting your position.	
Signature of Complainant:	Date:
Mail or deliver this form to: Taylor County School Superintendent Taylor County Board of Education 23 Mulberry Street Butler, GA 31006	
Date Received:	

Date of Response to Claimant:

***Contact information for complaints:***

***Taylor County Primary School 56 McDowell Street Butler, Georgia 31006  
Ms. Gwen Jenkins, principal 478-862-4855***

***Taylor County Upper Elementary School 218 E Main Street Butler, Georgia  
Mrs. Jolynn Moncrief, principal 478-862-5690***

***Taylor County Middle School 22 Oak Street Butler, Georgia 31006  
Mr. Brian Barnhill, principal 478-862-5285***

***Taylor County High School 24 Oak Street Butler, Georgia 31006  
Mrs. Shonda Green, principal 478-862-3314***

***Georgia Center for Youth 211 Goose Hollow Road Reynolds, Georgia 31076  
Mr. Marcus Green, Educational Director***

***Taylor County Board Office 23 Oak Street Butler, Georgia 478-862-5224  
Dr. Gary S. Gibson Superintendent  
Mrs. Moneak McCrary, Curriculum Director/Title 11A/Migrant  
Mrs. LaTonja H. Turner, Title 1 Director***