

# 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 Bryan County Schools (BCS) if that individual, organization or agency believes and alleges that BCS is violating a federal statute or regulation that applies to a program under the Every Student Succeeds Act of 2015 (ESSA). The complaint must allege a violation that occurred not more than one (1) year prior to the date 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 BCS 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:

**Bryan County School System**  
**Assistant Superintendent of Teaching and Learning**  
**8810 US Highway 280 E**  
**Black Creek, GA 31308**  
**(912) 851-4000**

**Dr. Trey Robertson:** [troberson@bryan.k12.ga.us](mailto: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/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 in writing to the superintendent.
3. The decision of the superintendent may be appealed in writing to the Bryan County Board of Education.
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 Schools Complaint Form  
For Federal Programs  
Under the Every Student Succeeds Act of 2015 (ESSA)**

Please Print:

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