



Brooks County Schools  
Complaint Procedures  
Violation of Every Student Succeeds Act of 2015

An organization or individual (“complainant”) may file a formal complaint alleging a violation of the Every Student Succeeds Act of 2015 (ESSA) against a Georgia school district, 21st Century Community Learning Center (21st CCLC) program, or the Georgia Department of Education (GaDOE) itself.

The best course of action is always to begin with the individual with oversight or responsibility for the issue. If things at this level simply seem to be stalled, then addressing the issue with an immediate supervisor is the next course of action. The issue should continue to be elevated within the local context until resolved.

### **Why File a Formal Complaint?**

The formal complaint process provides an opportunity for organizations and individuals to report possible ESSA violations.

### **What is Included in a Formal Complaint?**

The complaint must include:

- The complainant’s contact information (name, address, phone number, and email address);
- The date(s) on which the alleged violation(s) occurred and the date(s) on which Brooks County Schools’ action or decision regarding the alleged violation was issued, if applicable;
- The facts and documentation on which the complaint is based;
- The specific federal requirement allegedly violated (include citation to the federal statute or regulation, if known);
- Documentation or an explanation of efforts to resolve the complaint;
- Contact information for other individuals who can provide additional information, if applicable (name, telephone number, address, and email address);
- Whether a complaint has been filed with any other agency and, if so, which agency; and
- A proposed resolution to the complaint.

### **When May a Formal Complaint Be Filed?**

A formal complaint may be filed when an organization or individual believes that a recipient of funding has violated a requirement of a federal statute or regulation related to the administration of a program. 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. The federal ESSA programs for which formal complaints may be filed and investigated are:

- Career, Technical, and Agricultural Education (CTAE)
- School Nutrition
- Striving Readers Grant
- Title I, Part A – Improving Basic Programs Operated by Local Educational Agencies
- Title I Part A – Parent and Family Engagement
- Title I, Part A – School Improvement Grants, referred to as 1003(a) and 1003(g)
- Title I, Part C – Education of Migratory Children
- Title I, Part D – Prevention and Intervention Programs for Children and Youth Who Are Neglected, Delinquent, or At-Risk
- Title II, Part A – Supporting Effective Instruction
- Title III, Part A – Language Instruction for English Learners and Immigrant Students
- Title IV, Part A – Student Support and Academic Enrichment
- Title IV, Part B – 21st Century Community Learning Centers

**McKinney-Vento Homeless Assistance Act.** A parent, guardian, or unaccompanied youth may also file a complaint under Title IX, Part A – the McKinney-Vento Homeless Assistance Act, and the process for filing a complaint is the \



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same as it is for the ESSA federal programs. Unique to the McKinney-Vento Homeless Assistance Act, however, is the GaDOE's role in also resolving disputes regarding a final decision over eligibility, school selection or enrollment in a school made at the school district level. Each school district must have a McKinney-Vento dispute resolution process to address issues regarding eligibility, school selection or enrollment in a school. If the parent, guardian, or unaccompanied youth disagrees with the school district's decision and the school district's appeal process has been exhausted, a request may be filed within 10 business days for the GaDOE to review the final decision of the school district.

**Equitable services.** Formal complaint procedures regarding Brooks County Schools' equitable services for children attending private school may also be filed using the same procedure as outlined for all Federal Programs.

**How is a Formal Complaint Filed?**

Complaints are best filed electronically through Brooks County School's complaint link. The link below may be used to submit the online complaint. Supporting documentation should be provided, if applicable and available.

Brooks County Schools Online Complaint Link: [Brooks County Schools Federal Program Complaint Form](#)

A formal complaint may also be mailed to the following address:

Superintendent Vickie Reed  
Brooks County Schools  
1081 Barwick Road  
Quitman Ga 31643

**General Complaint Investigation Overview**

Once the district receives the complaint, the federal programs director will review the complaint. The Federal Programs director will conduct an investigation and examine all pertinent information. The investigation may include confirmation of details; clarification of the issues; interviews with the person filing the complaint, or other individuals; observations; on-site visits; and other activities as determined by the nature of the allegation. The general complaint investigation time frame is 30 days.

The following are some general actions that take place during a complaint investigation:

- Within 30 days of the receipt of the complaint, the Federal Program Director will issue a written decision to the complainant and the Superintendent that addresses each allegation in the complaint and contains, if appropriate, findings of fact and determinations of compliance or noncompliance. Please note that the timeline may be extended to accommodate for mediation or other extenuating circumstances with respect to a complaint.
- If there is a violation of the law or regulations, a resolution will be required. The resolution may include technical assistance activities, corrective actions, or both to achieve compliance.
- Brooks County Schools takes its responsibility for investigating alleged violations of statute and regulations very seriously. If the complainant is not satisfied with the resolution or findings, the complainant may appeal to the Georgia Department of Education.