



Federal Programs Complaint Procedures

Legal Reference

Section 9304 – General Applicability of State Educational Agency Assurances Section
9503 – Complaint Process for Participation of Private School Children

Grounds for a Complaint

Any individual, organization or agency (“complainant”), including parents, students, staff, private schools, or the general public, may file a complaint with the Cartersville City School System (CCSS), if that individual, organization or agency believes and alleges that CCSS is violating a Federal statute or regulation that applies to a program under the Elementary and Secondary Education act of 1965 (ESEA). 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.

Federal Programs for Which Complaints Can Be Filed

- Title I, Part A – Improving Basic Programs Operated by Local Educational Agencies
- 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
- Emergency Relief Funds CARES Act, CRRSA Act, ARP Act

Dissemination of Complaint Procedures

Complaint Procedures for Federal Programs are made available in multiple ways:

- Posted on district website under the “Federal Programs” tab
- Contained in the Policy Check-Off that each Department/School completes for the Human Resources department at the beginning of each year.
- Provided to Administrators during the summer leadership meeting.
- Administrators share with parents in parent meetings and with staff during the required Policy Check-off
- Included in the Federal Programs Handbook given to Administrators
- Included in Policy and Procedure Manual given to principals

Complaints Originating at the Local Level

Complainants are expected to address complaints or grievances beginning at the school level with the teacher first (as applicable) and then the administration. Central office personnel should be contacted next should complainants feel the issues have not been resolved. If still unsatisfied, the superintendent should be contacted. Parents have the right to speak to the Board of Education through public participation at a Board of Education meeting. Conference forms/notes/minutes are kept on file as documentation of the issues. Complaint procedures are described and a form for documenting complaints is located on the Cartersville City Schools Website (Federal Programs tab). The complaint procedures describe grounds for complaints, federal programs for which complaints can be filed, filing and investigation of a complaint, as well as rights to appeal.



Filing a Complaint

A complaint must be made in writing and signed by the complainant. The complaint must include the following:

1. A statement that CCSS 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 provided at the beginning of this document);
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:

**Cartersville City School System
Attn: Chief Academic Officer
15 Nelson Street
Cartersville, GA 30120**

Investigation of Complaint

Once the complaint has been received at the local level, information will be entered into a log containing the date of receipt; name and address of the complainant; and the general nature of the complaint. Within ten (10) working days of receipt of the complaint, the Superintendent or his designee will issue a Letter of Acknowledgement to the complainant that contains the following information:

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

If the complaint involves a specific CCSS Area or department, the Superintendent will also send a copy of the Letter of Acknowledgement to appropriate personnel along with a copy of the complaint. The Superintendent or his designee will contact the identified CCSS department to clarify the issues and review the complaint process.

The Superintendent or his designee 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; or
 4. A Letter of Findings can be issued.
- If additional information is required or an investigation is necessary, CCSS will have 60 days from the receipt of the additional information or completion of the investigation to issue a Letter of Findings.
 - If a Letter of Findings indicates that a violation has been found, corrective action will be required and timelines for completion will be included.
 - The 60 day timeline outlined above may be extended if exceptional circumstances exist.
 - The Letter of Findings will be sent directly to the complainant as well as other parties involved.

Right of Appeal

If an individual, organization or agency is aggrieved by the final decision of the CCSS, that individual, organization or agency has the right to request review of the decision by the Georgia Department of Education. The appeal must be accompanied by a copy of the CCSS's decision and include a complete statement of the reasons supporting the appeal.

Filing an Appeal Review with the Georgia Department of Education

Procedures and Complaint Form for filing with the GA DOE can be found at

[Filing Formal Complaints Under ESSA Programs \(gadoe.org\)](http://gadoe.org)



**Cartersville City Complaint Form
Under the Elementary & Secondary Education Act of 1965 (ESEA)**

PLEASE PRINT

Name (Complainant):

Mailing Address

Phone Number (home/cell):

Phone Number (work):

Agency/agencies complaint is being filed against:

Date on which violation occurred:

Statement that the Cartersville City 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 full details on an additional sheet):

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:

Has a complaint has been filed with any other government agency? If so, provide the name of the agency.

Please attach/enclose copies of all applicable documents supporting your position.

Signature of Complainant _____

Date: _____

Mail this form to:

Cartersville City School System
Attn: Chief Academic Officer
15 Nelson Street
Cartersville, GA 30120