

# Putnam County School System

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## **Title: Federal Programs Complaint Procedures**

**Responsible:** Federal Program Directors  
Principals

**Procedure:** Complaint procedures under the Elementary and Secondary Education Act of Education of 1965 (ESEA)

**Reasons for Procedure:** Every effort is made to resolve issues and answer inquiries at the most direct and immediate level. This resolution process is facilitated by regular contact between district staff and participating school representatives. If an issue cannot be satisfactorily resolved in this manner, a formal complaint may be initiated.

Any individual (general public, parent, student, staff), organization (private school), or agency may file a complaint with the Local Educational Agency (LEA) if that individual, organization, or agency believes and alleges that the LEA is violating a federal statute or regulation that applies to a program under the Title I, Part A of the Elementary and Secondary Education Act of 1965 (ESEA). The complaint must allege a violation that occurred not more than one year prior to the date that the complaint is received, unless a longer period is reasonable because the violation is considered systemic or ongoing. By accepting federal funds, the LEA agrees to accept and resolve complaints alleging violations of the law in the administration of covered programs.

### **Putnam County's Federal Programs for Which Complaints Can Be Filed:**

1. Title I, Part A:
2. Title I, Part C: Education of Migratory Children
3. Title II, Part A: Teacher Quality
4. Title III, Part A: Language Instruction for LEP and Immigrant Students
5. Title VI, Part B: Rural Education Achievement Program
6. IDEA: The Individuals With Disabilities Act

#### **1. 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 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 a school, and if so, with which school.
6. Copies of all applicable documents supporting the complainant's position.
7. The address of the complainant.

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The complaint must be addressed to:  
Putnam County Charter School System  
Attention: Superintendent  
158 Old Glenwood Springs Road  
Eatonton, GA 31024

Once the complaint is received by the office of the superintendent, it will be copied and forwarded to the appropriate federal program director.

### **3. Investigation of Complaint**

Within ten days of receipt of the complaint, the federal program director will issue a Letter of Acknowledgement to the complainant that contains the following information:

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

If the complaint involves a school, the federal program director will also send a copy of the Letter of Acknowledgement to the principal, along with a copy of the complaint. The federal program director will contact the principal to clarify the issues and review the complaint process. If the complaint cannot be resolved through this contact, the federal program director will invite the principal to submit a written response to the complainant. The federal program director 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.
4. A Letter of Findings can be issued.

If additional information or an investigation is necessary, the federal program director will have 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 other parties involved.

### **4. Right of Appeal**

If an individual, organization or agency is aggrieved by the final decision of the LEA, that individual, organization or agency has the right to request review of the decision by the Georgia Department of Education. The review is at the department's discretion.

For complaints filed pursuant to Title IX, Part E, Subpart 1, Section 9503, a complainant may appeal the LEA's decision to the Georgia Department of Education no later than 30 days from the date on which the complainant receives the Letter of Findings. The appeal must be accompanied by a copy of the LEA's decision and include a complete statement of the reasons supporting the appeal.

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Stakeholders are made aware of the Federal Programs Complaint Procedures through the district and school websites. The Federal Programs Complaint Procedures are also disseminated to all Putnam County Schools' administrators, faculty, and staff during pre-planning of each school year. Documentation of the dissemination is kept on file by the Title I, Part A Director.

**Procedure Established:** May 12, 2008

**Procedure Reviewed:** October 29, 2015

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## Attachment Complaint Form

### Putnam County Charter School System Federal Programs Complaint Form

**Please Print**

<b>Name (Complainant):</b>
<b>Mailing Address:</b>
<b>Phone Number (home):</b> <b>Phone Number (work):</b> <b>Phone Number (cell):</b>
<b>Complaint is being filed against:</b>
<b>Date on which violation occurred:</b>
<b>Statement that the Georgia Department of Education, local school system, school, other agency or consortium of agencies has violated a requirement of a Federal statute or regulation that applies to an applicable program (include citation to the Federal statute or regulation) (attaché additional sheets if necessary):</b>
<b>The facts on which the statement is based and the specific requirement allegedly violated (attach additional sheets if necessary):</b>

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**List the names and telephone numbers of individuals who can provide additional information:**

**Has a complaint been filed with any school? If so, which school?**

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

**Signature of Complainant:**

**Date:**

**Mail this form to:**

**Putnam County Charter School System  
Attention: Superintendent  
158 Old Glenwood Springs Road  
Eatonton, GA  
31024**