

SUMTER COUNTY FEDERAL PROGRAMS COMPLAINT PROCEDURES

Complaint Procedures under the Every Child Succeeds Act of 2015

A. Grounds for a Complaint

Any individual, organization or agency ("complainant") including parents, students, staff, private schools and the public may file a complaint with the Sumter County Board of Education ("Department") if that individual, organization or agency believes and alleges that a local educational agency ("LEA"), the state educational agency ("SEA"), or an agency or consortium of agencies is violating a Federal statute or regulation that applies to a program under the Elementary and Secondary Act of 1965. 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 I, Part F: Comprehensive School Reform
6. Title I, School Improvement Grant 1003(a)
7. Title II, Part A: Teacher and Principal Training and Recruiting Fund
8. Title III, Part A: English Language Acquisition, Language Enhancement, and Academic Achievement
9. Title IV, Part A: Student Support and Academic Enrichment
10. Title V, Part B: Rural Education Achievement Program
11. Title IX, Part E, Subpart 1, Section 9503: Complaint Process for Participation of Private School Children
12. SIG 1003(g)
13. Title V, Part B; the McKinney-Vento Act
14. Title X Part C - McKinney-Vento Homeless Education
15. Emergency Relief Funds Grants: CARES Act, CRRSA Act, and ARP Act (ESSER I, ESSER II, ESSER III)

C. Complaints Originating at the Local Level

As part of its Assurances within Every Child Succeeds Act program grant applications and pursuant to Section 9306 of the Every Child Succeeds Act, an LEA accepting federal funds also agrees to adopt local written procedures for the receipt and resolution of complaints alleging violations of law in the administration of covered programs. Therefore, for complaints originating at the local level, a complaint should not be filed with the Georgia Department of Education until every effort has been made to resolve the issue through local written complaint procedures. If the complainant has tried to file a complaint at the local level to no avail, the complainant must provide the Georgia Department of Education with written proof of their attempt to resolve the issue at the local level.

D. Filing a Complaint

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

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

The complaint must be addressed to:

Sumter County Schools
Director of Federal
Programs 100 Learning
Lane
Americus, GA 31719

Once the complaint is received by the Director of Federal Programs, it will be copied and forwarded to the district Superintendent's office as documentation of complaint being received and investigated.

E. Investigation of Complaint

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

- a. The date the district received the complaint;
- b. How the complainant may provide additional information;
- c. A statement of the ways in which the district may investigate or address the complaint; and
- d. Any other pertinent information.

The District will have thirty (30) days from receipt of the information or completion of the investigation to issue a Letter of Findings.

Appropriate District 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; or
4. A Letter of Findings can be issued.

Once a decision is made for resolution:

The complainant will be notified in writing. If the district determines a finding will not be issued, the complainant will be provided steps in writing for appealing the district's decision. If a finding is issued, the complainant will be notified of the steps the district will take to rectify the issue.

Once the steps are taken to rectify the issue, the complainant will be notified that the issue has been resolved. Documentation will be kept on file in the office of the federal programs director.

Please print:		
Name [Complainant]:		
Mailing Address:		
Phone Number (Home):		
Phone	Number	(Cell): ____
Phone	Number	(Work): ____
Email Address:		
Agency/Agencies complaint is being filed against:		
Date on which violation occurred:		
Statement that the Sumter 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) (attach additional sheets if necessary):		
The facts on which the statement is based and the specific requirement allegedly violated (attached additional sheets if necessary):		

Date _____

Date _____

Revised 7/1/2021; 7/1/2022, 7/1/2023, 7/1/2024