

Franklin County School System

Title I Complaint and Resolution Procedure

Complaints concerning violations of Title I, The Improving America's Schools Act, PL 103-382, or applicable provisions of the General Education Provisions Act, No Child Left Behind Law or the Every Child Succeeds Act, sections in connection with Title I, may be made to the Franklin County Board of Education by parent advisory committees, parents, teachers or other concerned organizations or individuals.

Notices which include instructions and requirements for making a formal complaint and contact information are posted:

1. On the LEA's website
2. On individual school websites
3. In the central office
4. In school administrative offices
5. In appropriate public spaces within the schools

Individuals who wish to file a complaint will be required to complete the LEA **Title I Complaint Form** and present it to the superintendent or his/her designee. All complaint forms must be signed by the person making the complaint. In the case the complaint is made by a student, both the parent or guardian and student are required to sign the form.

Complaint forms may be obtained upon request from:

1. The LEA's website
2. Individual school websites
3. The LEA superintendent's office
4. Each school's principal or their designee
5. The LEA's federal programs coordinator

The LEA's Federal Programs Coordinator will serve as the chief investigator for all complaints except in cases in which they are named. In that case, the LEA superintendent or his/her designee will be in charge of investigating claims.

Complaints will be resolved within the stipulations of the LEA Policy Handbook, Student Code of Conduct, Title I Program Regulations and any other applicable laws and regulations. (see Board policy handbook for applicable grievance procedures)

Procedures for resolution of complaints are defined below:

1. Time for investigation and resolution of complaints shall not exceed thirty days from the date on which the written, signed statement of complaint is received by the Franklin County Board of Education.
2. The superintendent will inform the school's principal and other individuals who may be involved in the matter that a formal complaint has been made and schedule a meeting or meetings of those involved to investigate and discuss possible resolutions.

3. If an appropriate resolution is developed through the process in number 2 above, the complainant will be notified of a meeting to be held to discuss the matter and present the options for resolution. This meeting will be held within the timeline of the 30 day window from the receipt of the complaint form.
4. If the complainant agrees and accepts the resolution, the matter is considered closed.
5. The LEA superintendent or his/her designee will monitor the situation for a period of time to make sure the solution is appropriate and in the best interests of those involved. If this is determined not to be the case, the complainant and/or the superintendent may ask to revisit the matter and another meeting or meetings will be held to develop other, more effective resolution options.

If the complainant is not satisfied with the process described above, they may request a formal hearing with the LEA's board to seek an acceptable resolution.

1. A formal hearing shall be scheduled providing an opportunity for complainant or the complainant's representative, or both, to present evidence, including an opportunity to question parties involved.
2. The formal hearing will take place in the presence of the LEA's governing board who may also investigate and question parties involved.
3. The hearing will be conducted under the requirements of board policy.
4. The LEA superintendent will schedule the hearing at an agreed upon time. The superintendent will be in charge of the hearing. LEA policy concerning resolution of such issues will be followed. In appropriate situations, board approval may be required to resolve the issue.
5. During the hearing, the individual(s) making the complaint will be provided time to present their complaint, provide supporting evidence and documentation related to the matter and to make additional comments about the issue.
6. After hearing the complaint the superintendent and board may choose to:
 - a. Table the matter for further investigation and set a specific time frame to resume their consideration of the matter
 - b. Address the matter at the time of the hearing and present options for resolution
 - c. Schedule additional meetings to consider the matter on a reasonable timeline
 - d. Accept options for resolution presented by complaint
 - e. Carry the matter before the board for resolution at a scheduled meeting
 - f. Dismiss the complaint as unfounded after hearing the details as presented by the complaint
 - g. Offer another appropriate solution

7. A written decision of complaint resolution shall be provided to the person making the complaint by the LEA superintendent with the written approval of the Board after the board is provided details about the case and options for its resolution.

The complainant has the right to appeal the final resolution of the local board of education to the Alabama State Department of Education within thirty days after the receipt of the written decision.

The Franklin County Board of Education systematically provides information concerning these procedures to all Title I personnel, school and system administrators, all district and school parent advisory and other appropriate committees and any other interested parties.

Contact Information:

Franklin County School System

Franklin County Board of Education

P. O. Box 610
500 North Coffee Avenue
Russellville, AL 35653
256-332-1360
www.franklin.k12.al.us

Superintendent - Greg Hamilton – 256-332-1360, ext. 1001 or greghamilton@franklin.k12.al.us

Federal Programs Coordinator – Tilda Sumerel – 256-332-8438 or tildasumerel@franklin.k12.al.us

School Principals/Directors:

Belgreen High School – Myra Frederick – 256-332-1360, ext. 2001
myrafrederick@franklin.k12.al.us

Franklin County Career Technical Center – Scott Wiginton, Director – 256-332-1360,
ext. 3001 scottwiginton@franklin.k12.al.us

Community Education Department – Susan Hargett, Director – 256-332-1360, ext. 1301
susanhargett@franklin.k12.al.us

East Franklin Jr. High School – Nancy Hallman – 256-332-1360, ext. 4001
nancyhallman@franklin.k12.al.us

Phil Campbell Elementary School – Jackie Ertle – 256-332-1360, ext. 5501
jackieertle@franklin.k12.al.us

Phil Campbell High School – Gary Odom – 256-332-1360, ext. 5001
garyodom@franklin.k12.al.us

Red Bay High School – Kenny Sparks – 256-332-1360, ext. 6001 or Johnny Cleveland –
256-332-1360, ext. 6007 or kennysparks@franklin.k12.al.us or
johnnycleveland@franklin.k12.al.us

Tharptown Elementary School – Ann Scott – 256-332-1360, ext. 7001
annscott@franklin.k12.al.us

Tharptown High School – Barry Laster – 256-332-1360, ext. 7501
barrylaster@franklin.k12.al.us

Vina High School – James Pharr – 256-332-1360, ext. 8001

Jamespharr@franklin.k12.al.us

Alabama State Department of Education

Amanda Gann, Northwest Regional Director

Federal Programs Section

50 North Ripley Street

P. O. Box 302101

Montgomery, AL 36104

1-334-242-9700

agann@alsde.edu

Franklin County School System

Parent Complaint Form

No Child Left Behind Act, 2001/Every Student Succeeds Act, 2016

A parent or other constituent may address questions or concerns about the federal programs at the school level or the district level by completing the submitting this form to the school principal or the federal programs coordinator. The school will provide assistance in completing the form if requests are made to the principal.

Upon receipt of the complaint, the principal or federal programs coordinator will request documentation and investigate the concern within the 30 day timeline established for this purpose and take appropriate action to resolve the issue.

Name of Person Making Complaint _____

Address _____

Phone: Home _____ Cell _____ Other _____

E-Mail _____

School _____ Date of Complaint _____

Briefly state your complaint: (Use back of form if more space is needed)

Signature of Person Making Complaint

Date