

Complaint Procedures for Federal Programs

Grounds for a Complaint

Any individual, organization or agency may file a complaint with the Douglas County School District if that individual, organization or agency believes and alleges that the DCSS 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 ongoing.

Filing a Complaint

Complaint and grievances shall be handled and resolved as close to their origin as possible and through the proper channels using the following procedures:

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

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

The complaint must be addressed to:

Federal Programs Director (for program in which the complaint is filed against)

Douglas County School System

9030 Highway 5

Douglasville, GA 30134

Director of Title I Lisa Dunnigan 770-651-2150 lisa.Dunnigan@douglas.k12.ga.us

Investigation of the Complaint:

1. Any complaints of grievances shall be forwarded to the appropriate Federal Program Coordinator. The Coordinator or his or her designee will issue a Letter of Acknowledgement to the complainant that contains the following information:
 - The date the complaint was received;
 - How the complainant may provide additional information;
 - A statement of the ways in which the Federal Programs Coordinator may investigate or address the complaint; and
 - Any other pertinent information
2. The decision of the Federal Program Coordinator may be appealed to the Superintendent in writing.
3. The decision of the Superintendent may be appealed to the Douglas County Board of Education in writing.
4. All decisions and appeals shall be submitted in writing.
5. Complaint will be tracked by the appropriate Federal Program Coordinator by maintaining documentation of written complaints and other supporting information.
6. Reports will be maintained with letters of complaint and final resolutions.

**Douglas County School District
Complaint Form for Federal Programs under the
Elementary and Secondary Education Act of 1965 (ESEA)**

Please Print:

Name (Complainant):	
Mailing Address:	
Phone Number (home):	Phone Number (work):
Program complaint is being filed against:	
Date on which violation occurred:	
Statement that the Douglas County 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)	
The facts on which the statement is based and the specific requirement allegedly violated: (Attach additional sheet if necessary.)	
List the names and telephone numbers of individuals who can provide additional information:	
Has a complaint 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: Federal Programs Director (for program in which the complaint is filed against) Douglas County School System 9030 Highway 5 Douglasville, Ga 30134	