

Complaint Procedures

Board Policy describes the complaint and grievances procedures for certified personnel. Parents are expected to address complaints or grievances beginning at the school level with the teacher first and then the administration. Central office personnel should be contacted next should parents 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.

Any complaints issued as a result of federal programming, including Title I, Part A (Disadvantaged Children), Title I, Part C (Migrant Education Program), Title I, Part D (Neglected and Delinquent), Title II, Part A (Teacher and Leader Quality), Title III and English to Speakers of Other Languages (ESOL), and Title X, Part C (McKinney-Vento Education for Homeless) must be filed according to the system complaint procedures policy.

To file a complaint, a complaint must be made in writing and signed by the complainant. It must include the following:

- a. A statement of the violation of requirements of a Federal statute or regulation.
- b. The date of the violation.
- c. The facts on which the statement is based and the requirement violated.
- d. A list of the names and phone numbers of individuals who can provide additional information.
- e. Copies of all documentation supporting the complainant's position.
- f. The address of the complainant.

The complaint can be addressed and sent to:

Jean Triplett, Assistant Supt. for Teaching and Learning
1065 Ease Avenue
Madison, GA 30650

If an individual, organization, or agency is aggrieved by the final decision of the Morgan County School System, that individual, organization, or agency has the right to request review of the decision by the Georgia Department of Education. For complaints filed pursuant to Section 9503 (20 U.S.C. 7883, complaint process for participation of private school children), a complainant may appeal to the Georgia Department of Education no later than thirty (30) days from the date on which the complainant receives the Letter of Findings. The appeal must be accompanied by a copy of the Morgan County School System's decision and include a complete statement of the reasons supporting the appeal.