

**SUMTER COUNTY FEDERAL PROGRAMS COMPLAINT PROCEDURES**  
Complaint Procedures under the Elementary and Secondary Act of 1965

**Section 9304 – General Applicability of State Educational Agency Assurances**

**Section 9503 – Complaint Process for Participation of Private School Children**

**A. Grounds for a Complaint**

Any individual, organization or agency (“complainant”) 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 II, Part D: Enhancing Education through Technology
9. Title III, Part A: English Language Acquisition, Language Enhancement, and Academic Achievement
10. Title IV, Part A, Subpart 1: Safe and Drug Free Schools and Communities
11. Title IV, Part A, Subpart 2: Community Service Grants
12. Title IV, Part B: 21<sup>st</sup> Century Community Learning Centers
13. Title V, Part A: Innovative Programs
14. Title VI, Part A, Subpart 1, Section 6111: State Assessment Program
15. Title VI, Part A, Subpart 1, Section 6112: Enhanced Assessment Instruments Competitive Grant Program
16. Title VI, Part B, Subpart 2: Rural and Low-Income Schools
17. Title IX, Part E, Subpart 1, Section 9503: Complaint Process for Participation of Private School Children
18. Race To The Top, RT3
19. SIG 1003(g)
20. Title VI, Part B; the McKinney-Vento Act
21. Title X Part C - McKinney-Vento Homeless Education

### **C. Complaints Originating at the Local Level**

As part of its Assurances within NCLB program grant applications and pursuant to Section 9306 of the No Child Left Behind 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:

1. 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;
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 any other government agency, and if so, which agency;
6. Copies of all applicable documents supporting the complainant's position; and;
7. 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:

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

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

*Appropriate Department 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.

If additional information or an investigation is necessary, the Department will have sixty (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 the other parties involved.

#### **F. Right of Appeal**

If an individual, organization or agency is aggrieved by the final decision of the district, 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 the Department's decision to the United States Secretary 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 Department's decision and include a complete statement of the reasons supporting the appeal

**Sumter County Schools  
Complaint Form for Federal Programs under the Elementary  
and Secondary Act of 1965**

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):

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of District Receiving

\_\_\_\_\_  
Date

**\*In order to file a complaint regarding Fraud, Waste or Abuse involving US Department of Education funds or programs, please visit <http://www2.ed.gov/about/offices/list/oig/hotline.html>**