



Complaint Procedures

2 CFR§ Sec. 300.152

Purpose

This policy is designed to equip parents with the steps to report concerns and understand the procedures that will be followed in addressing them. Hearing concerns whether orally or in writing is important to forge a strong working relationship between Atlanta SMART Academy and its parents. Complaints or grievances are best addressed at the lowest level beginning with the teacher first and then administration. If the steps taken do not lead to a satisfactory resolution, the complaint should proceed to the next level and ultimately share their concerns with the Superintendent if it becomes necessary.

Parents have the right to speak to the Atlanta SMART Academy's Board through public participation at a Board meeting. Conferences, forms, notes, and minutes of the meetings are kept on file as documentation of the concern. The procedures for filing a complaint are described in the following section. A form for documenting complaints in writing is located on the website under the Federal Programs section. The complaint procedures describe grounds for complaints, federal programs for which complaints can be filed, the filing process and investigation of a complaint as well as rights to appeal.

Atlanta SMART Academy is not required to respond to a complaint pursuant to this subsection unless it is made by the parent of a student enrolled at Atlanta SMART Academy (OCGA 20-1-11(1)(A)(i)) OR An individual employed as a school administrator, teacher, or other school personnel at the school where the alleged violation occurred (OCGA 20-1-11(1)(A)(iii)).

Complaint Procedures under the ESEA No Child Left Behind Act

A. Grounds for a Complaint

Any individual, organization, or agency ("complaint") may file a complaint with Atlanta SMART Academy Board of Education if that individual, organization or agency believes and alleges that a violation of Federal statute or regulation that applies to a program under the No Child Left Behind Act has occurred. 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. All Federal Programs

C. Filing a complaint

A formal Complaint must be filed in writing to the Atlanta SMART Academy Superintendent or his/her designee. The complaint must include the following:

1. A statement that the LEA 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 names and telephone numbers of individuals who can provide additional information;
5. Copies of all applicable documents supporting the complaint's position; and
6. The address of the complaint

D. Investigation of Compliant

Within ten (10) days of receipt of the complaint, the Superintendent or his/her designee will issue a letter of acknowledgment to the complaint that contains the following information:

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

If additional information or an investigation is necessary, the Superintendent will have sixty (60) days from the 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 complaint.

E. Right to Appeal

If the complaint cannot be resolved at the local level, the complaint has the right to request review of the decision by Atlanta SMART Academy's Board. If they are not pleased with their response. The complaint can request a review by the Georgia Department of Education. The appeal must be accompanied by a copy of the Superintendent's decision, Atlanta SMART Academy Board's decision and include a complete statement of the reasons supporting the appeal. The complaint must be addressed to:

Atlanta SMART Academy, Board Chair
2636 M.L.K. Jr. SW Suite 14
Atlanta, GA 30311

Georgia Department of Education, Office of Legal Services
205 Jesse Hill Drive SE
2052 Twin Tower East
Atlanta, GA 30334



Complaint Form for Federal Programs under the No Child Left Behind Act of 2001

Please Print

Name of Complaint:	
Mailing Address:	
Primary Phone Number:	Secondary Phone Number:
Person/Department the Complaint is against:	
Statement describing the federal requirement that Atlanta SMART Academy has violated or the regulation that applies to an applicable program. Please include the citation to the Federal statute or regulation. Attach additional pages if needed.	
Please describe the facts on which the statement is based and the specific requirement allegedly violated. Attach additional sheets if needed.	
Please list the name, telephone number and/or email address of individuals who may be able to provide additional information.	
Please attach/enclose copies of all applicable documents supporting your position.	

Signature of Complaint (s)

Date



Mail or Deliver all correspondence to:
Attention Superintendent
Atlanta SMART Academy
2636 M.L.K. Dr. SW
Suite 14
Atlanta, GA 30311

Office Use Only

Date Complaint Received:	Date Investigation Began:
Date of Response to Complaint:	

*The complaint shall first be submitted in writing to the principal of the school where the alleged violation occurred (OCGA 20-1-11(1)(B)).,

*The complaint shall provide a reasonably detailed description of the alleged violation (OCGA 20-1-11(1)).,

*Within five school days of receiving such written complaint, the school principal or a designee of the charter school or local school system shall review the complaint and take reasonable steps to investigate the allegations in the complaint; (OCGA 20-1-11(1)(D)(i), *Within ten school days of receiving the complaint, unless another schedule is mutually agreed to by the complainant and the school principal or the designee of the charter school or local school system, the school principal or such designee shall confer with the complainant and inform the complainant whether a violation occurred, in whole or in part, and, if such a violation was found to have occurred, what remedial steps have been or will be taken; provided, however, that the confidentiality of student or personnel information shall not be violated (OCGA 20-1-11(1)(D)(ii))., *Following such conference, within three school days of a request by the complainant, the school principal or the designee of the charter school or local school system shall provide to the complainant a written summary of the findings of the investigation and a statement of remedial measures, if any; provided, however, that such written response shall not disclose any confidential student or personnel information (OCGA 20-1-11(1)(D)(iii)).