

Madison County Charter School System

Complaint Procedures under the Every Student Succeeds Act (ESSA)

A. Grounds for a Complaint

Any individual, organization or agency (complainant) may file a complaint with the Madison County 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 ESSA has occurred. 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

- Title I, Part A – Improving Basic Programs Operated by Local Educational Agencies
- Title I, Part A – School Improvement Grants, referred to as 1003(a) and 1003(g)
- Title I, Part C – Education of Migratory Children
- Title I, Part D – Prevention and Intervention Programs for Children and Youth Who Are Neglected, Delinquent, or At-Risk
- Title II, Part A – Supporting Effective Instruction
- Title III, Part A – Language Instruction for English Learners and Immigrant Students
- Title IV, Part A – Student Support and Academic Enrichment
- Title IV, Part B – 21st Century Community Learning Centers
- McKinney-Vento Homeless Assistance Act
- Equitable Services for 21st CCLC

C. Complaints Originating at the Local Level

As part of its Assurances within ESSA program grant applications, an LEA accepting federal funds must have local written procedures for the receipt and resolution of complaints alleging violations of law in the administration of covered programs.

Therefore a complaint should not be filed with the Georgia Department of Education until every effort has been made to resolve through local written complaint procedures. If the complainant has tried to file a complaint with Madison County Schools to no avail, the complainant must provide the Georgia Department of Education written proof of their attempt to resolve the issue with Madison County Schools.

D. Filing a Complaint

A formal complaint must be filed in writing and signed by the complainant. 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 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:

Derelle McMenomy
Director of Federal Programs
Madison County School
System 800 Madison Street
Danielsville, GA 30633

E. Investigation of Complaint

Within ten (10) days of receipt of the complaint, Madison County Schools will issue a Letter of Acknowledgement to the complainant that contains the following information:

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

If additional information or an investigation is necessary, the school system 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. The 60-day timelines may be extended, if exceptional circumstances exist. The Letter of Findings will be sent directly to the complainant.

F. Right of Appeal

If the complaint cannot be resolved at the local level, the complainant has the right to request review of the decision by the Georgia Department of Education. The appeal must be accompanied by a copy of the school system's decision and include a complete statement of the reasons supporting the appeal.

In order to file a complaint, please use the form on the following page.

**Complaint Form for Federal Programs under the Every Student Succeeds Act
(ESSA)**

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 Madison 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 sheets 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:
Derelle McMenomy
Federal Programs Director
Madison County School System
800 Madison Street
Danielsville, GA 30633