

Long County School System

Complaint Procedures under the No Child Left Behind Act

Grounds for a Complaint

Any individual, organization or agency (“complainant”) may file a complaint with the Long County School System 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 No Child Left Behind Act. 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.

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 II, Part A: Teacher and Principal Training and Recruiting Fund
7. Title II, Part D: Enhancing Education Through Technology
8. Title III, Part A: English Language Acquisition, Language Enhancement, and Academic Achievement
9. Title IV, Part A, Subpart 1: Safe and Drug Free Schools and Communities
10. Title IV, Part A, Subpart 2: Community Service Grants
11. Title IV, Part B: 21st Century Community Learning Centers
12. Title V, Part A: Innovative Programs
13. Title VI, Part A, Subpart 1, Section 6111: State Assessment Program 2
14. Title VI, Part A, Subpart 1, Section 6112: Enhanced Assessment Instruments Competitive Grant Program
15. Title VI, Part B, Subpart 2: Rural and Low-Income Schools
16. Title IX, Part E, Subpart 1, Section 9503: Complaint Process for Participation of Private School Children

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:
Long County School System
Attn: Superintendent of Schools
P. O. Box 428
Ludowici, GA 31316

Once the complaint is received by the Long County School System, it will be copied and forwarded to the appropriate Federal Program Manager.

Investigation of Complaint

Within ten (10) days of receipt of the complaint, the superintendent or his or her designee will issue a Letter of Acknowledgement to the complainant that contains the following information:

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

If the complaint involves an individual school, the superintendent will also send a copy of the Letter of Acknowledgement to the principal, along with a copy of the complaint. The Long County School System will contact the principal to clarify the issues and review the complaint process.

If the complaint cannot be resolved through this contact, the Long County School System will invite the principal to submit a written response to the Long County School System, and provide a copy of the response to the complainant.

Appropriate 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.

A complaint will 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 the attempt to resolve the issue with the Long County School System. The following procedures should be followed:

[Federal Complaint Procedures](#)

[Federal Complaint Form](#)