

# Complaint Procedures for Federal Programs

## **Grounds for a Complaint:**

Any individual, organization or agency may file a complaint with the Floyd County School District if that individual, organization or agency believes and alleges that the FCSD is violating a Federal Statute or regulation that applies to a program under the Elementary and Secondary Education Act of 1965 (ESEA). 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 ongoing.

## **Filing a Complaint:**

Complaints and grievances shall be handled and resolved as close to their origin as possible and through the proper channels using the following procedures:

A complaint must be made in writing and signed by the complainant. The complaint must include the following:

- A statement that the FCSD has violated a requirement of a Federal statute or regulation that applies to an applicable program;
- The date on which the violation occurred;
- The facts on which the statement is based and the specific requirement allegedly violated;
- A list of the names and telephone numbers of individuals who can provide additional information;
- Whether a complaint has been filed with any other government agency, and if so, which agency;
- Copies of all applicable documents supporting the complainant's position; and
- The address of the complainant.

The complaint must be addressed to:

**Federal Programs Director (for program in which the complaint is filed against)**

**Floyd County School District**

**600 Riverside Parkway, NE**

**Rome, GA 30161**

Director of Federal Programs – Laura Timberlake 706-234-1031 [timberlake@floydboe.net](mailto:timberlake@floydboe.net)

Director of Special Education - Dr. Trina Wood 706-234-1031 [trinawood@floydboe.net](mailto:trinawood@floydboe.net)

## **Investigation of the Complaint:**

1. Any complaints or grievances shall be forwarded to the appropriate Federal Program Director. The Director or his or her designee will issue a Letter of Acknowledgement to the complainant that contains the following information:

- The date the complaint was received;
- How the complainant may provide additional information;
- A statement of the ways in which the Federal Programs Director may investigate or address the complaint; and
- Any other pertinent information

2. The decision of the Federal Program Director may be appealed to the Superintendent in writing.

3. The decision of the Superintendent may be appealed to the Floyd County Board of Education in writing.

4. All decisions and appeals shall be submitted in writing.

5. Complaints will be tracked by the appropriate Federal Program Director by maintaining documentation of written complaints and other supporting information.

6. Reports will be maintained with letters of complaint and the final resolutions.

**Floyd County School District**  
**Complaint Form for Federal Programs under the**  
**Elementary and Secondary Education Act of 1965 (ESEA)**

**Please Print:**

<b>Name (Complainant):</b>	
<b>Mailing Address:</b>	
<b>Phone Number (home):</b>	<b>Phone Number (work):</b>
<b>Program complaint is being filed against:</b>	
<b>Date on which violation occurred:</b>	
<b>Statement that the Floyd County School District has violated a requirement of a Federal statute or regulation that applies to an applicable program (include citation to the Federal statute or regulation)</b>	
<b>The facts on which the statement is based and the specific requirement allegedly violated: (Attach additional sheets if necessary.)</b>	
<b>List the names and telephone numbers of individuals who can provide additional information:</b>	
<b>Has a complaint been filed with any other government agency? If so, provide the name of the agency.</b>	
<b>Please attach/enclose copies of all applicable documents supporting your position.</b>	
<b>Signature of Complainant:</b>	<b>Date:</b>
<b>Mail this form to:</b>  Federal Programs Director (for program in which the complaint is filed against) Floyd County School District 600 Riverside Parkway, NE Rome, GA 30161	