

# Creekside Elementary School

## Title I/Federal Programs Complaint Procedure

One of the local school system requirements, as we provide services to eligible Title I children, is a "Complaint Procedure."

BCSD has established the following avenues for managing complaints.

Every effort is made to resolve issues and to answer inquires at the most direct and immediate level. This resolution is facilitated through regular contact between district staff and participating school representatives. If an issue cannot be satisfactorily resolved in this manner, a formal complaint procedure may be implemented.

### Steps To File a Complaint

- 1) A parent, student, employee, or district stakeholder who has a complaint regarding the use of federal funds and is unable to solve the issue, may address the complaint in writing to the District's Assistant Superintendent, Sharon Simmons, sharon.simmons@baldwin.k12.ga.us, 110 North ABC Street, Milledgeville, Georgia 31061 in writing.
- 2) The District's Title I Director will investigate, within one week, the circumstances of the complaint and render a decision, within two weeks, after receipt of the complaint.
- 3) The District's Deputy Superintendent will notify the complainant of the resolution/decision in writing.
- 4) The complainant will be allowed one week to react to the decision before it becomes final.
- 5) The complainant will either accept or disagree with the decision and will provide such acknowledgment in writing, addressed to the District's Deputy Superintendent.
- 6) If the issue is not resolved with the District's Deputy Superintendent the complaint will be forwarded to the Superintendent, who will investigate, within one week, the circumstances of the complaint and render a decision, within two weeks, after the receipt of the complaint.
- 7) The Superintendent will notify the complainant and the District's Deputy Superintendent, of the resolution/decision in writing. The complainant will be allowed one week to react to the decision and will provide such acknowledgement in writing, addressed to the District's Superintendent.
- 8) If the issue is not resolved with the superintendent, the complaint will be forwarded to the district's Board of Education or the Georgia Department of Education for further review based on the issue. The parent or guardian or unaccompanied youth shall be provided with a written explanation of the district's decision including the rights of the parent, guardian, or youth to appeal the decision.
- 9) Homeless Students - Disputes addressing the enrollment, transportation (including inter-district disputes), and other barriers to the education of children and youth experiencing homelessness are also addressed under this procedure. Parents, guardians, and unaccompanied youth may initiate the dispute resolution process directly at the school they choose, as well as at the district or district's Title I Liaison for Homeless, Neglected and Delinquent Students' office.
  - a. The parent or guardian or unaccompanied youth shall be provided with a written explanation of the school's decision including the rights of the parent, guardian, or youth to appeal the decision.
  - b. Students should be provided with all services for which they are eligible while disputes are resolved.

All complaints regarding the Homeless Education program should be submitted to the district's Title I Liaison for Homeless, Neglected and Delinquent Students .

Complaints may be filed in writing via email or hard copy. If elected, the person filing the complaint may use the following form:

**Appeal for Resolution**

School:

Date:

Representative:

**Briefly describe the situation or condition that has resulted in this appeal.**

**What outcome or resolution do you propose?**

**Resolution:**

**Timeline for Implementation of Resolution:**

\_\_\_\_\_ **Complainant**

\_\_\_\_\_ **Date**

\_\_\_\_\_ **Title I Director**

\_\_\_\_\_ **Date**