

**Catoosa County Public Schools**  
Complaint Procedures under Title I, Part A  
of the Elementary and Secondary Education Act of 1965 (ESEA)

**A. Grounds for Complaint**

Any individual, organization or agency (complainant) may file a complaint with the Catoosa County Public Schools (attention Gina Haynes) if that individual, organization or agency believes and alleges that any school or agency is violating a federal statute or regulation that applies to a program under the Title I, Part A of the Elementary and Secondary Education Act of 1965 (ESEA). The complaint must allege a violation that occurred not more than one 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**

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 II, Part A: Teacher and Principal Training and Recruiting Fund.
6. Title II, Part D: Enhancing Education Through Technology.
7. Title III, Part A: English Language Acquisition, Language Enhancement, and Academic Achievement.
8. Title IV, Part B: 21st Century Community Learning Centers.
9. Title VI, Part A, Subpart 1, Section 6111: State Assessment Program.
10. Title VI, Part A, Subpart 1, Section 6112: Enhanced Assessment Instruments Competitive Grant Program.
11. Title VI, Part B, Subpart 2: Rural and Low-Income Schools.
12. Title IX, Part E, Subpart 1, Section 9503: Complaint Process for Participation of Private School Children.
13. Title X, Part C – McKinney-Vento Homeless Assistance Act

**C. Complaints Originating at the Local Level**

As part of its Assurances within ESEA program grant applications and pursuant to Section 9306 within the Title I, Part A of the Elementary and Secondary Education Act of 1965 (ESEA), an LEA accepting federal funds also agrees to adopt local written procedures for the receipt and resolution of complaints alleging violations of law in the administration of covered programs. Therefore, for complaints originating at the school level, a complaint should not be filed with the system level or GaDOE 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 school level to no avail, the complainant must provide the system with written proof of their attempt to resolve the issue at the local level.

## **D. Filing a Complaint**

A complaint must be made in writing or submitted via email to Gina Haynes ([ghaynes@catoosa.k12.ga.us](mailto:ghaynes@catoosa.k12.ga.us)) and signed by the complainant. The complaint must include the following:

1. A statement that Catoosa County, a school 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.
7. The address of the complainant

Once the complaint is received, it will be investigated by the appropriate team.

## **E. Investigation of Complaint**

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

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

If the complaint involves a school, CCPS will also send a copy of the Letter of Acknowledgement to the principal, along with a copy of the complaint. The Title I Coordinator or county office representative will contact the principal to clarify the issues and review the complaint process. If the complaint cannot be resolved through this contact, the principal will be asked to submit a written response to CCPS, and to provide a copy of the response to the complainant.

Appropriate CCPS staff will review the information and determine whether:

1. Additional information is needed. OR  
An on-site investigation must be conducted.
2. Other measures must be taken to resolve the issues raised in the complaint.
3. A Letter of Findings can be issued.

If additional information or an investigation is necessary, the CCPS will have 60 days from receipt of the information or completion of the investigation to issue a Letter of Findings.

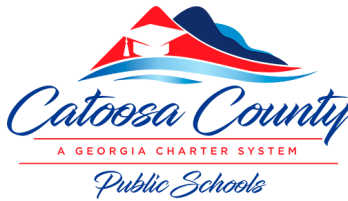
If the Letter of Findings indicates that a violation has been found, corrective action will be required and timelines for completion will be included.

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 complainant, as well as the other parties involved.

**F. Right of Appeal**

If an individual, organization or agency is aggrieved by the final decision of CCPS, that individual, organization or agency has the right to request review of the decision by the Georgia Department of Education. The review is at the GaDOE's discretion.



**Catoosa County Public Schools**  
Complaint Form Title I, Part A  
of 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>Agency/School complaint is being filed against:</b>
<b>Date on which violation occurred:</b>
<b>Statement that the local school system, school, or other agency has violated a requirement of Federal statute or regulation that applies to an applicable program (include citation to the Federal statute or regulation) (attach additional sheets if necessary):</b>

**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:**

**Catoosa County Board of Education  
Attention: Gina Haynes  
307 Cleveland Street  
Ringgold, GA 30736**