

Newton County School System
Complaint Procedures



Grounds for a Complaint

Any individual, organization or agency (“complainant”) may file a complaint with the Newton County School System (NCSS) if that individual, organization or agency believes and alleges that the NCSS is violating a Federal statute or regulation. 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 - All Federal Programs

An LEA accepting federal funds 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 local level, a complaint should not be filed with the Georgia Department of Education until every effort has been made to resolve the issue through local written complaint procedures.

Filing a Complaint

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

- A statement that the NCSS 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 (include citation to the Federal statute or regulation);
- 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:

Newton County Board of Education
Appropriate Federal Program's Director
2109 Newton Drive, NE
Covington, GA 30015

Once the complaint is received by the appropriate Federal Program's Director, he/she will respond within ten (10) days of receipt of the complaint. If the complainant wants to appeal the local decision, a written appeal can be submitted within ten (10) days of receipt of the director's decision to the Chief Strategy Officer for Newton County School System or his or her designee.

Investigation of Complaint

Within ten (10) days of receipt of the appeal, the Chief Strategy and Support Services Officer or his or her designee will issue a Letter of Acknowledgement to the complainant that contains the following information:

- The date the NCSS received the complaint.
- How the complainant may provide additional information.
- A statement of the ways in which the NCSS may investigate or address the complaint.
- Any other pertinent information.

Right of Appeal

If an individual, organization or agency is aggrieved by the final decision of the NCSS, that individual, organization or agency has the right to request review of the decision by the Georgia Department of Education:

Georgia Department of Education
Office of Legal Services
205 Jesse Hill Jr. Drive, SE
2052 Twin Tower East
Atlanta, GA 30334

**Newton County School System
Complaint Form - Federal Programs**

Name (Complainant):
Mailing Address:
Phone Number (home): Phone Number (work):
Agency/agencies complaint is being filed against:
Date on which violation occurred:
Statement that the Newton 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) (attach additional sheets if necessary):
The facts on which the statement is based and the specific requirement allegedly violated (attach additional sheets if necessary):