

## Marion County Complaint Procedures

Marion County Schools are committed to open communication between staff and parents at the county's Title schools in order to reach the goal of educating all students. We are aware that disagreements may arise periodically. These disagreements need to be resolved in a timely fashion. The following procedures have been developed to handle complaints dealing with Title programs, services, and staff members. All Title complaints are to be directed to the director of elementary education as described below.

- **Title I Part A: Improving Academic Achievement of Disadvantaged Students – Basic Programs**  
Title programs Basic Program grants provide supplementary educational services to pupils at public schools that have high concentrations of student from families that live in poverty. The purpose of the grant is to help improve teaching and learning for students most at risk of failing to meet State standards and to close the achievement gap.
- **Title I Part A: American Recovery and Reinvestment Act of 2009 (ARRA)**  
Title programs ARRA grants provide funding for additional supplemental educational services to pupils at public schools that have high concentrations of student from families that live in poverty. The purpose of the grant is to help improve teaching and learning for students most at risk of failing to meet State standards and to close the achievement gap.
- **Title I, Part C, Education of Migratory Children**  
Title I, Part C grants provide high-quality and comprehensive educational programs for migratory children to help reduce the educational disruptions and other problems that result from repeated moves.
- **Title II, Part A: Professional Development for Teachers, Principals, and Others**  
Title II, Part A grants provide funding for purposes related to recruitment, retention, and professional development of K-12 teachers and principals.
- **Title II, Part D: Enhancing Education Through Technology**  
Title II, Part D grants provide funding to increase access to educational technology, support the integration of technology into instruction, enhance technological literacy, and support technology-related professional development of teachers.
- **Title III, Part A: Language Instruction for Limited English Proficient (LEP)**  
Title III, Part A grants provide funding to help ensure that LEP students, including immigrant students, attain English proficiency, develop high levels of academic attainment in English, and meet the same state academic content and student academic achievement standards that all students are expected to meet.
- **Title IV, Part A: Safe and Drug-Free Schools and Communities**  
Title IV, Part A grants provide funding that support programs that prevent violence in and around schools; that prevent the illegal use of alcohol, tobacco, and drugs; that involve parents and communities; and that are coordinated with related Federal, State, school and community efforts and resources to foster a safe and drug-free learning environment that supports student academic achievement.
- **Title X, Part C: McKinney-Vento Education for Homeless Children and Youth**  
The McKinney-Vento Education for Homeless Children and Youth program is designed to address the problems that homeless children and youth have faced in enrolling, attending, and succeeding in school. Under this program, State educational agencies must ensure that each homeless child and youth has equal access to the same free, appropriate public education, including a public preschool education, as other children and youth.

**Filing a Complaint (person with complaint does the following)**

1. Gather all information related to the complaint.
2. Fill out the complaint form. Remember, being as specific as possible will help us to resolve the issue.
3. Send the complaint form to the Title programs office at the address listed on the form.

**Response to Complaint (central office staff does the following)**

4. Investigate and prepare a response to the complaint.
5. Set an appointment with the originators of the complaint in order to resolve the complaint. The Federal Programs Director usually arranges this meeting within five (5) working days after receipt of the complaint.

**Additional Steps (if required)**

6. If the complaint cannot be resolved by the Federal Programs Director, a meeting will be set up with the superintendent, the Federal Programs Director, and the concerned parties.
7. The superintendent will work with the director of Federal Programs to resolve the complaint.
8. If the issue is still unresolved, the director Federal Programs will contact the state department of education's Title programs office for guidance.
9. Meetings with officials from the district may be scheduled in order to resolve the complaint.
10. If additional steps beyond the state department of education are required in the resolution of the complaint, these steps will occur in accordance with the federal No Child Left Behind legislation.

***Contact for Complaints***

Cassandra T. Porter, Director of Federal Programs  
Marion County Board of Education  
1697 Pineville Rd. ~ Buena Vista, Georgia 31803  
Phone 229-649-2234 ~ Fax 229-649-7423

# Title Programs Complaint Form

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_ Date \_\_\_\_\_

Federal Program Complaint is Referring \_\_\_\_\_

Nature of Complaint \_\_\_\_\_

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**Do Not Write Below This Line**

Date Received in Title Office \_\_\_\_\_

Date of Conference \_\_\_\_\_

Date Resolved \_\_\_\_\_

Resolution \_\_\_\_\_

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