

COMPLAINTS

The Title I Office will monitor any complaints from parents and/or providers. A parent or provider may file a complaint with the Title I Office. The complaint shall include the following:

1. A written statement of the allegation(s).
2. A summary of the facts upon which the allegation(s) is based.
3. Any documentation supporting the allegation(s).
4. The complainant's contact information, including name address and telephone number.

Complaints should be sent to:

Title I Director
Douglas County School System
P.O. Box 1077
Douglasville, GA 30133

The Title I Office will acknowledge in writing, the receipt of the complaint within 10 business days.

The Title I Office will investigate the allegations set-forth in the complaint and make a determination as to whether the allegation(s) warrant further review or action. If necessary, the Title I office may conduct an on-site visit to clarify any issues raised by the complaint. The on-site investigation may include an examination of relevant records and conduct interviews of relevant persons to determine whether there has been a violation of any applicable state or federal law, guidelines, or rules.

The Title I Office shall send to all appropriate parties the steps necessary to resolve the complaint, including technical assistance activities, negotiations, and corrective actions to achieve compliance.