



# IVY PREPARATORY ACADEMY

## Public Charter School of Excellence

### **Complaint Procedures      2 CFR§ Sec. 300.152**

#### **Purpose**

This policy is designed to equip parents with the steps to report concerns and understand the procedures that will be followed in addressing them. Hearing concerns whether orally or in writing is important to forge a strong working relationship between Ivy Preparatory Academy and its parents. Complaints or grievances are best addressed at the lowest level beginning with the teacher first and then the administration, Assistant Principals and Principal. If the steps taken do not lead to a satisfactory resolution, the complainant should proceed to the next level and ultimately share their concerns with the Executive Director if it becomes necessary.

Parents have the right to speak to the Board of Education through public participation at a Board of Education meeting. Conferences, forms, notes, and minutes of the meetings are kept on file as documentation of the concern. The procedures for filing a complaint are described in the following section. A form for documenting complaints in writing is located on the website or in the Title I notebook in the office. The complaint procedures describe grounds for complaints, federal programs for which complaints can be filed, the filing process and investigation of a complaint as well as rights to appeal.

#### **Complaint Procedures under Federal Regulations**

##### **A. Grounds for a Complaint**

Any individual, organization, or agency (“complainant”) may file a complaint with the Ivy Preparatory Board of Education if that individual, organization or agency believes and alleges that a violation of Federal statute or regulation that applies to a program under the No Child Left Behind Act has occurred. 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.

##### **B. Federal Programs for Which Complaints Can Be Filed**

###### **1. All Federal Programs**

##### **C. Filing a Complaint**

A formal complaint must be filed in writing to the Ivy Preparatory Executive Director or his/her designee. The complaint must include the following:

1. A statement that the LEA has violated a requirement of a Federal statute or regulation that applies to an applicable program;



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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 names and telephone numbers of individuals who can provide additional information;
5. Copies of all applicable documents supporting the complaint's position; and
6. The address of the complainant

### D. Investigation of Complaint

Within ten (10) days of receipt of the complaint, the Executive Director or his/her designee will issue a Letter of Acknowledgement to the complainant that contains the following information:

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

If additional information or an investigation is necessary, the Executive Director will have sixty (60) days from the 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.

### E. Right of Appeal

If the complaint cannot be resolved at the local level, the complainant has the right to request review of the decision by the Georgia Department of Education. The appeal must be accompanied by a copy of the Executive Director's decision and include a complete statement of the reasons supporting the appeal. The complaint must be addressed to:

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



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