

Complaint Procedures

The Lee County School System will monitor any complaints alleging violations of law in the administration of federal programs from parents(s) legal guardians(s), students and providers. Formal complaints filed in the Federal Programs Office 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:

Federal Programs Director

Lee County School System

P.O. Box 399

Leesburg, GA 31763

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

The Federal Programs 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 Federal Programs 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 Federal Programs 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.