

EVANS COUNTY SCHOOL SYSTEM

GRIEVANCE/COMPLAINT PROCEDURES

☞ Grievance/Complaint Process-

1. Parent/guardian expresses concern or complaint about the identification, placement or educational plan for a student with a 504 plan. The school level coordinator will communicate with the parent and teacher or other staff and attempt to resolve the issue through phone/in person meeting/email communication in the style of consult or conference. Resolution should be completed within 72 hours and documented. If adjustments cannot be made to satisfactorily address the concern, a formal complaint should be made and appropriate forms completed. At any point in the process, a parent may file a Request for Impartial Hearing (Form 504-21) in writing.
2. If the issue has not been resolved through consult or conference. The parent will be asked to complete the 504 Complaint form. If the parent needs help completing the form, the Section 504 Coordinator at the school will provide assistance. It should be noted that a detailed email complaint following school attempt to rectify original complaint is adequate documentation of complaint. Once complaint is received, it shall be referred to the Principal or his/her designee, who will schedule a meeting within 5 school days. Meeting minutes will be maintained and shared with the parent.
3. If the complaint cannot be resolved, complaint shall be sent to the System 504 Coordinator, who will schedule a meeting or contact the parent for additional information. After the meeting, the System 504 Coordinator or designee will investigate the complaint and respond to the parent in writing within 10 school days.
 - If the issue remains unresolved, the parent shall receive a new copy of parent rights and the concern may be referred for mediation. If Mediation fails to resolve the issue, a Request for an Impartial Hearing (Form 504-21) should be completed by the parent with assistance provided by the School 504 Coordinator, if needed.
 - Within 10 school days of receipt of the written request for an impartial hearing by school system personnel, the District 504 Director will schedule a time and place for the Formal Hearing.
 - The Formal Hearing will be scheduled within 45 calendar days from receipt of the grievant's Request for Hearing, unless the Hearing Officer grants a continuance or unless agreed to by the grievant.
 - The Hearing Officer will be represented by one of the following entities:
Retired school official, School official from another county, Attorney with experience in educational law.

As required by Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990, **Evans County** does not discriminate on the basis of race, color, national origin, sex, age, or disability in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of their operations. For additional information or referral to the appropriate system coordinator, contact the system superintendent's office at 613 West Main Street, Claxton, GA 30417.