



Richard Woods, Georgia's School Superintendent

"Educating Georgia's Future"

There are three options to send a complaint:

1. Mail: Dr. Kenney Moore
Division of State Schools
Georgia Department of Education
Suite 1566B Twin Towers East
205 Jesse Hill Jr. Drive
Atlanta, GA 30334
2. E-mail: kemoore@doe.k12.ga.us
3. Fax: [770-302-0915](tel:770-302-0915)

Investigation of Complaint

Within ten (10) days of receipt of the complaint, the Division of State Schools Director or his or 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 School may investigate or address the complaint; and
4. Any other pertinent information.

Appropriate staff will review the information and determine whether:

1. Additional information is needed;
2. An on-site investigation must be conducted;
3. Other measures must be taken to resolve the issues raised in the complaint; or
4. A Letter of Findings can be issued. If additional information or an investigation is necessary, the school (GSD) will have sixty (60) days from 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, as well as the other parties involved.

Right of Appeal

If an individual, organization or agency is aggrieved by the final decision of the Division of State Schools, that individual, organization or agency has the right to request review of the decision by the United States Secretary of Education. The review is at the Secretary's discretion. For complaints filed pursuant to Section 9503 (20 U.S.C. §7883, complaint process for participation of private school children), a complainant may appeal the Department's decision to the United States Secretary of Education no later than thirty (30) days from the date on which the complainant receives the Letter of Findings. The appeal must be accompanied by a copy of the Department's decision and include a complete statement of the reasons supporting the appeal.