

## Complaint Procedures

Worth County Schools will monitor any complaints alleging violations of the law in the administration of **federal programs** from a parent(s), legal guardian(s), student(s), and provider(s). Formal complaints filed in the **Federal Programs Office** shall include the following:

1. A written statement of 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.

**Federal Program** complaints should be sent to:

**Federal Programs Director  
Worth County School  
103 Eldridge St.  
Sylvester, GA 31791**

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(s), guideline(s), or rule(s).

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