

Zachary Community School Board

Complaint Procedure for Programs Covered Under Every Student Succeeds

A "complaint" is a written, signed statement filed by an individual or an organization. It must include:

- a. A statement that the Zachary Community School District has violated a requirement of federal statute or regulations which apply to programs under the Every Student Succeeds Act.
- b. The facts on which the statement is based.
- c. Information on any discussions, meetings or correspondence with ZCSD regarding the complaint.

Local Complaint Procedures

1. *Referral* - Complaints against the Zachary Community School District will be sent in writing to the Director of Federal Programs.
2. *Acknowledgement* - The Director of Federal Programs will acknowledge receipt of the complaint in writing.
3. *Investigation* - The Director of Federal Programs and other pertinent district administrators and staff will thoroughly investigate the complaint and attempt to resolve the complaint informally. If an informal resolution satisfactory to the complainant is reached no further investigation or action by the District is required. If the problem cannot be informally resolved, it will be referred to the Superintendent of the school district.
4. *Opportunity to Present Evidence* - The Superintendent may, in his or her discretion, provide for the complainant and/or the complainant's representative to present evidence. Such a presentation may include the opportunity for each side to question parties to the dispute and any of their witnesses.
5. *Report and Recommended Resolution* - Once the Superintendent has finished further investigation and taking of evidence, he or she will prepare a final report with a recommendation for resolving the complaint. The final report will give the name of the party bringing the complaint, the nature of the complaint, a summary of the investigation, the recommended resolution, and the reasons for the recommendation. The Superintendent will issue the report to the complainant, complainant's representative, and the Director of Federal Programs.
6. *Right to Appeal* - In appropriate cases, the complainant may appeal from the recommended resolution to the Louisiana Department of Education.
7. *Follow-Up* - The Director of Federal Programs will insure that the resolution of the complaint is implemented.
8. *Time Limit* - The period between the Zachary Community School District's receipt of a complaint and its resolution shall not exceed sixty (60) calendar days.

Filing a Complaint:

Complaints should be addressed as follows:

Gwendolyn Longmire
Director of Federal Programs
Zachary Community School System
4656 Main Street
Zachary, LA 70791