

## **City Schools of Decatur McKinney-Vento Dispute Process**

### **Level I: Liaison Communication**

1. The parent or unaccompanied youth will file a request for dispute resolution with the District's Liaison by submitting an appropriate form or request orally to proceed with the process
2. Within five (5) business days of their receipt of the complaint, the Liaison will make a decision on the complaint and inform the parent or unaccompanied youth in writing of the result
3. If the parent or unaccompanied youth disagrees with the decision made at this level, the parent or unaccompanied youth shall notify the District's Liaison of their intent to proceed to Level II within ten (10) business days of the Level I decision

### **Level II: District Superintendent Communication**

1. The parent or unaccompanied youth may appeal the decision to the Superintendent, or the Superintendent's designee (the designee shall be someone other than the District's Liaison) using the appeals package provided at Level I
2. The Superintendent or designee, will provide a decision in writing to the parent or unaccompanied youth with supporting evidence and reasons, within ten (10) business days of the Superintendent's or the designee's receipt of the appeals packet
3. A copy of the appeals package, along with the written decision made at Level II is to be shared with the District's Liaison
4. If the parent or unaccompanied youth disagrees with the decision made at Level II, the parent or unaccompanied youth shall notify the District's Liaison of their intent to proceed to Level III

### **Level III: Georgia Department of Education, Legal Services**

1. The District Superintendent or designee should forward all written documentation and related paperwork to the GaDOE Department of Legal Services for review, within ten (10) business days of being informed that the parent or unaccompanied youth would like to appeal the decision
2. The Department of Legal Services will review all materials and address the issues in the dispute within ten (10) days from the receipt of a written request for resolution
3. If the issue is not resolved after the Department of Legal Services submits their written review, the Department of Legal Services may assign members

of the Georgia Department of Education to make an on-site visit to further clarify or resolve the issue.

4. A complaint must be made in one of two ways:
  - o In writing and signed by the complainant
  - o Submitted electronically through the Department's online complaint process  
at:<http://programcomplaint.doe.k12.ga.us/everestwebportal/webform.asp>
5. All disputes must be resolved within 60 days of initial presentment to the Department, unless a written extension is granted
6. The student, parent, guardian, or local board must submit the request in writing within 30 days of the decision to the:

Office of Legal Services at the Department of Education at the following address:

Office of Legal Services  
2052 Twin Towers East  
Atlanta, Georgia 30334  
Tel. (404) 656-4689  
Fax (404) 657-8376