

## **Georgia Cyber Academy**

### **Complaint Procedures**

- A. Students, parents/guardians, and any other individual who may have a complaint should address it first at the school level (for example, a complaint about a classroom-related matter should first be addressed with the teacher) and then with school administration. If the complaining party believes the issues have not been resolved by school administration he or she should send a formal complaint as described in this Procedure to the general counsel for the Georgia Cyber Academy (the “School”) Board, whose information is provided below.
- B. Conference forms/notes/minutes are kept on file as documentation of the issues.
- C. Students, parents/guardians, and any other individual may file a complaint with the Georgia Cyber Academy Board if he or she believes and alleges that a violation of state law or regulation has occurred. The complaint must allege a violation that occurred not more than one (1) year prior to the date that the complaint is received unless a longer period is reasonable because the violation is considered systemic or ongoing.
- D. A formal complaint must be filed in writing and signed by the complainant. The complaint must include the following:
  - 1. Complainant’s name, contact information, and relationship to the School.
  - 2. A statement that the School has violated a requirement of state law or regulation.
  - 3. The date on which the violation occurred.
  - 4. A description or explanation of the alleged violation.
  - 5. The names and contact information of individuals who can provide additional information.
  - 6. Copies of all applicable documents supporting the complainant’s allegations.
- E. The complaint must be delivered electronically to Georgia Cyber Academy Board Counsel, Alexa Ross, and Board Chair, Ryan Mahoney:

Alexa Ross, Esq.

ROBBINS ROSS ALLOY BELINFANTE LITTLEFIELD LLC

[aross@robbinsfirm.com](mailto:aross@robbinsfirm.com)

Ryan Mahoney, Georgia Cyber Academy Board Chair:

[rmahoney@gacyber.org](mailto:rmahoney@gacyber.org)

- F. For a complaint directed to the Board, within 10 business days of receipt of the complaint, the Board or Board Designee will issue a Letter of Acknowledgement to the complainant confirming that the complaint has been received and informing the complainant as to additional information needed, the ways in which the Board will investigate the complaint, and any other pertinent information. The complainant will promptly and in writing inform the Board of whether he or she will provide additional information and otherwise respond to the Board's Letter of Acknowledgement.

If additional information or an investigation is necessary, the School, through the Board, will complete its investigation and issue a Letter of Findings within 60 calendar days of receiving all requested information from the complainant or notice that the complainant has provided all information of which he or she is aware.

If a violation has been found, the School, by and through the Board, will take corrective action as promptly as reasonably possible and in no event later than 60 days from the date of the Letter of Findings.

- G. If the complaint is not resolved at the Board level, the complainant has the right to request review of the Board's decision by the Georgia State Charter Schools Commission ("SCSC"). The Board will upon request provide the complainant with the information needed to request SCSC review.