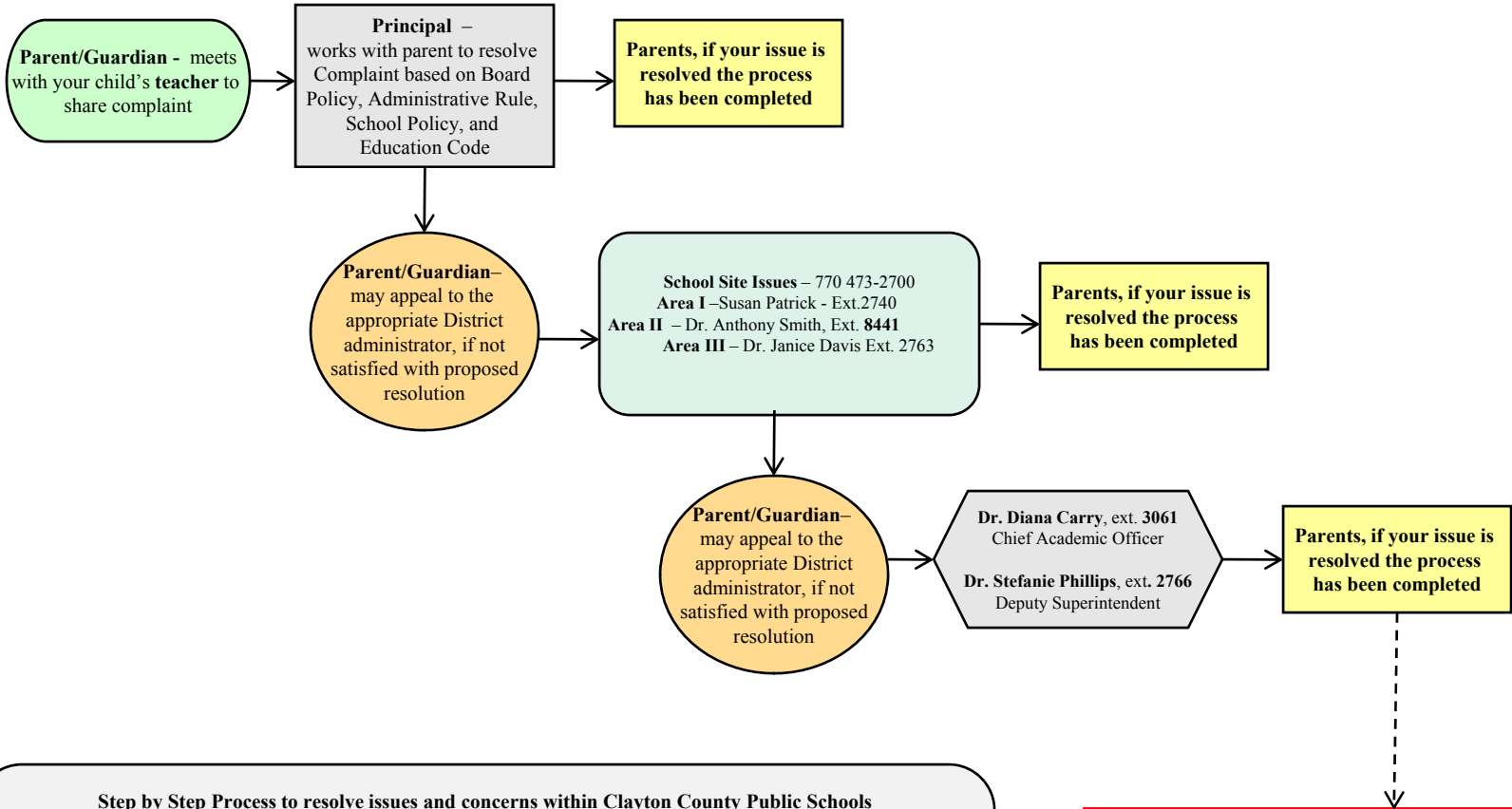


# Clayton County Public Schools - Complaint Resolution Process



- Step by Step Process to resolve issues and concerns within Clayton County Public Schools**
- Using Board Policy, Rules and GA Ed. Code, administrators will assess new information presented during conference with the parent
  - It is the goal of CCPS to work with parents and staff to resolve all concerns and/or complaints at the school or department site. The District will always refer parents and staff to the principal or director as a first attempt to resolve the issue.
  - A cabinet-level administrator will evaluate the process/legality of the original decision. This is the final meeting with parent.

**FINAL APPEAL:**

Should the parent/staff member appeal the decision of the cabinet-level administrator, the Superintendent will review the case file. The Superintendent will issue a final decision regarding the appeal, and will only schedule a meeting with the parent at the Superintendent's discretion.