



## Section 504/Title II Parent/Student Grievance Procedures

***Although the below steps are recommended for the most efficient resolution at the lowest level, the parent/student has the right to by-pass these steps at any time and request an impartial due process hearing related to decisions or actions regarding your child's identification, evaluation, educational program, or placement. You and the student may take part in the hearing and have an attorney represent you at your own expense. The impartial Hearing Officer will be selected by the district. Hearing requests must be made to the System 504 Coordinator identified in Step II below.***

### **Step I**

The complaint shall be presented orally or in writing to the school principal within ten (10) calendar days after the most recent incident upon which the complaint is based. Any witness or other evidence should be provided at this time. The administrator will conduct an investigation and render a written decision within ten (10) calendar days of the filing of the complaint.

### **Step II**

A complainant dissatisfied with the decision of the school principal may appeal to the System Section 504 Coordinator by submitting a written statement of complaint to the System Section 504 Coordinator. This statement must be filed within ten (10) calendar days after the complainant receives the decision from the school principal. The complaint should be mailed to:

Dr. Zabrina Cannady, Director of Student Services  
Houston County Board of Education  
Post Office Box 1850  
Perry, GA 31069-1850  
Phone: (478)988-6200  
Fax: (478-988-6399  
[zabrina.cannady@hcbe.net](mailto:zabrina.cannady@hcbe.net)

Upon receipt of the written statement, the Section 504 Coordinator will schedule a meeting to attempt resolution of the concerns. The System Section 504 Coordinator will render a written decision within ten (10) calendar days after the meeting.

### **Step III**

A complainant dissatisfied with the decision of the System Section 504 Coordinator may appeal to the Houston County Board of Education by filing a written request to the Office of the Superintendent. The complaint should be mailed to:

Dr. Robin Hines  
Office of the Superintendent  
Houston County Board of Education  
Post Office Box 1850  
Perry, GA 31069-1850  
(478)988-6200

The appeal must be filed within ten (10) calendar days after the complainant receives the decision from the System Section 504 Coordinator. The Board of Education will act on the complaint at the next scheduled BOE meeting.