



# **Manheim Central School District**

*Preparing Responsible Citizens, Who Are Lifelong Learners*

281 White Oak Road  
Manheim, PA 17545

Telephone: 717.664.8540; Fax: 717.664.8539

[www.manheimcentral.org](http://www.manheimcentral.org)

Peter J. Aiken, Ed.D. – Superintendent  
Amy J. Flannery, Ed.D. – Assistant Superintendent

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## **Complaint Resolution Process For Non-Public Students 2020-2021 School Year**

### ***Step 1:***

If you have a concern regarding the educational services provided to your eligible students, you should first contact Dr. Raluca Snyder, Supervisor of Instructional Programs/Title I Administrator for Nonpublic School Services at Lancaster-Lebanon IU 13 at (717) 606-1685 or by email at [raluca\\_snyder@iu13.org](mailto:raluca_snyder@iu13.org). A form may also be sent as a next step to:

Raluca Snyder, Ed.D.  
Supervisor of Instructional Programs  
Title I Administrator  
Title III Administrator  
Instructional Services Department – Nonpublic School Services  
Lancaster-Lebanon IU 13  
1020 New Holland Avenue  
Lancaster, PA 17601  
Phone: (717) 606-1685  
Fax: (717) 606-1935

### ***Step 2:***

If no satisfactory resolution is agreed upon after communication with Dr. Snyder, you may send a copy of this form to:

Ms. Tracy L. Fasick  
Title I Coordinator  
Manheim Central School District  
281 White Oak Road  
Manheim, PA 17545  
Phone: (717) 664-8540  
Fax: (717) 664-8539

### ***Step 3:***

Please note that if this complaint remains unresolved, you have a right to appeal to the Pennsylvania Department of Education. You should address your appeal to the following address and include a copy of this form and all resolution attempts to date:

Susan McCrone  
Division Chief  
Pennsylvania Department of Education  
333 Market Street  
Harrisburg, PA 17126-0333  
Phone: (717) 783-9164