Fleetwood Area School District

ADMINISTRATION OFFICE • 801 N. Richmond Street, Fleetwood, PA 19522-1031
Phone: 610-944-8111 • FAX: 610-944-9408

Title I Non-Public School Complaint Resolution Procedure

Introduction

The Every Student Succeeds Act (ESSA) of 2015 legislation requires State Educational Agencies (SEAs) to adopt written procedures for "receiving and resolving any complaint alleging violations of the law in administration of programs." In accordance with this legislative requirement, the Pennsylvania Department of Education (PDE) has also required Local Educational Agencies (LEAs) to adopt written procedures for resolving complaints filed.

Definition

A "complaint" is a written, signed statement filed by an individual or an organization. It must include:

· A statement that a school has violated a requirement of federal statute or regulation that applies to Title I.
· The facts on which the statement is based.
· Information on any discussions, meetings, or correspondence with a school regarding the complaint.

Complaint Resolution Procedures

A. **Referral** – Complaints against schools should be referred to the Director of Federal Programs:

   Natalie Lytle
   Director of Curriculum and Assessment
   Fleetwood Area School District
   801 North Richmond Street, Fleetwood, PA, 19522

B. **Notice to School** – The Director of Federal Programs will notify the superintendent and principal that a complaint has been received. A copy of the complaint will be given to the superintendent and principal with directions given for the principal to respond.

C. **Investigation** – After receiving the principal's response, the Director of Federal Programs, along with the superintendent, will determine whether further investigation is necessary. If necessary, the Director of Federal Programs and the superintendent may do an onsite investigation at the school.

D. **Opportunity to Present Evidence** – The Director of Federal Programs may provide for the complainant and the principal to present evidence.

E. **Report and Recommended Resolution** – Once the Director of Federal Programs has completed the investigation and the taking of evidence, a report will be prepared with a recommendation for resolving the complaint. The report will give the name of the party bringing the compliant, the nature of the complaint, a summary of the investigation, the recommended resolution and the reasons for the recommendation. Copies of the report will be issued to all parties involved. The recommended resolution will become effective upon issuance of the report.

F. **Follow-up** – The Director of Federal Programs and the superintendent will ensure that the resolution of the complaint is implemented.

G. **Time Limit** – The period between the Director of Federal Programs receiving the complaint and resolution of the complaint shall not exceed sixty (60) calendar days.

H. **Right to Appeal** – Either party may appeal the final resolution to the Department of Education. Appeals should be addressed as follows:

   Ms. Susan McCrone
   Chief Division of Federal Programs
   Pennsylvania Department of Education
   333 Market Street, 7th Floor Harrisburg, PA 17126-0333