



# Northern York County School District

650 South Baltimore Street

Dillsburg, PA 17019

Telephone (717) 432-8691 ♦ Fax (717) 432-1421

*Dr. Matthew Meakin*  
*Assistant Superintendent*

*Mr. Steve Kirkpatrick*  
*Superintendent*

*Mr. Jason A. Young*  
*Chief Financial & Operations Officer*

## **Complaint Resolution Process for ESSA Programs:**

### **Northern York County School District**

#### **Introduction**

The Every Student Succeeds Act (ESSA) legislation requires Local Education Agencies (LEAs) 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 Northern York County School District has adopted the following procedures.

#### **Scope**

The following programs as applicable: Title I, Part A, Title I Neglected & Delinquent; Title II, Part A; Title II, Part D; Title III; Title IV

#### **Definition**

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

- a. A statement that PDE or a Local Educational Agency has violated a requirement of Federal statute or regulations which apply to programs under ESSA.
- b. The facts on which the statement is based.
- c. Information on any discussions, meetings, or correspondence with PDE or the LEA regarding the complaint.

#### **Local Complaint Resolution Procedures**

- 1) Referral – Complaints against the Northern York County School District will be received in writing by the Federal Programs Coordinator.
- 2) Acknowledgement – The Federal Programs Coordinator will acknowledge receipt of the complaint in writing.
- 3) Investigation - The Federal Programs Coordinator will address the concerns with the appropriate Northern York County School District Supervisor of the ESSA program. The Federal Programs Coordinator and the NYCS D Supervisor will investigate the complaint and attempt to resolve the complaint informally. If an informal resolution satisfactory to the complainant is reached no further investigation or action is required. If the problem cannot be resolved informally, it will be referred to the Northern York County School District Superintendent.





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4) Opportunity to Present Evidence – The Superintendent may in his or her discretion provide for the complainant and/or the complainant’s representative to present evidence. Such a presentation may include the opportunity for each side to question parties to the dispute and any of their witnesses.

5) Report and Recommended Resolution – Once the Superintendent has finished any investigation and taking of evidence, he or she will prepare a final report with a recommendation for resolving the complaint. The final report will give the name of the party bringing the complaint, the nature of the complaint, a summary of the investigation, the recommended resolution, and the reasons for the recommendation. The Federal Programs Coordinator will issue the report to the complainant, complainant’s representative, and NYCSD Supervisor of the program.

6) Right to Appeal – The complainant will be informed of his/her right to appeal the NYCSD resolution of the complaint to the Pennsylvania Department of Education, addressed as follows:

ESSA Complaint Manager

Division of Federal Programs

Pennsylvania Department of Education

333 Market Street Harrisburg, PA 17126-0333

7) Follow-Up – The Federal Programs Coordinator will ensure that the resolution of the complaint is implemented.

8) Time Limit – The period between Northern York County School District’s receipt of a complaint and its resolution shall not exceed sixty (60) calendar days.

A filed complaint should be addressed as follows:

Dr. Matthew Meakin,

Federal Programs Coordinator

Northern York County School District

650 South Baltimore Street

Dillsburg, PA 17019

February 8, 2023