

Lehigh Area School District
1000 Union Street
Lehigh, PA 18235

Book	Policy Manual
Section	900 Community
Title	Title I Parent Complaints
Code	906.1
Status	Active
Adopted	October 28, 2013
Last Revised	January 27, 2020

Authority

The Lehigh Area School District Board of Directors' intent is to provide a fair and impartial manner for seeking appropriate remedies to solve issues with parents of children within the Title I program. Any parent/guardian with children in the district's Title I program shall have the right to present a request, suggestion or complaint concerning Title I personnel or the Title I program. Anonymous complaints will not be addressed by the Board, but referred to the Assistant to the Superintendent for disposition. At the same time, the district has a duty to protect its staff from unnecessary harassment. [\[1\]](#)

Title I is to ensure that all children have a fair, equal, and significant opportunity to obtain a high-quality education and reach, at a minimum, proficiency on challenging state academic achievement standards and state academic assessments. Students that qualify for this program are from low income homes. Additionally, non-public schools benefit through the same identification process.

Delegation of Responsibility

Any requests, suggestions, or complaints directed to Title I teachers or Title I support staff shall be referred to the building administrator, for which the program exists, for consideration and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with established guidelines.

Any misunderstandings regarding Title I services shall be resolved by informal, direct discussions among the interested parties, following the established organizational structure. Only when informal meetings fail to resolve the differences shall more formal procedures be employed.

Matters Regarding Title I Teachers

First Level - A matter specifically directed toward a Title I teacher shall be addressed initially to the concerned employee, who shall discuss it with the complainant and make every effort to provide a reasonable explanation or take appropriate action within the employee's authority.

The teacher shall report the matter and the resolution to the building administrator.

Second Level - If the matter cannot be resolved satisfactorily at the first level, it shall be discussed by the complainant with the building administrator.

Third Level - If a satisfactory solution is not achieved by discussion with the building administrator, a conference shall be scheduled with the Assistant to the Superintendent. The building administrator will provide to the Assistant to the Superintendent a written report that includes the specific nature of the complaint, a brief statement of relevant facts, the action requested, and the reasons why such action should, or should not be taken.

Fourth Level - Should the matter not be resolved by the Assistant to the Superintendent, the Assistant to the Superintendent will provide a written report to the Superintendent that includes the specific nature of the complaint, a brief statement of the relevant facts, the action requested, and the reasons why such actions should or should not be taken.

Fifth Level - Should the matter not be resolved by the Superintendent or requires Board action, the Superintendent shall provide the Board with a complete written report.

Final Level - The Board, after reviewing all material relative to the case, shall provide the complainant with its written decision through the Board Secretary.

Matters Regarding the Title I Program

A request, suggestion, or complaint relating to a matter of the Title I program shall be addressed, initially, to the building administrator and then brought to higher levels of authority as described above.

Matters Regarding Student Progress/Well-Being

All matters regarding student progress/well-being shall first be brought to the attention of the student's teacher and/or guidance counselor. If the matter is not resolved, a conference shall be scheduled with the appropriate building administrator. Student matters should not progress beyond the building administrator level. If necessary, the building administrator will consult with the Assistant to the Superintendent to resolve the matter.

Matters Regarding a Non-Instructional Staff Member

In the case of a complaint directed toward a non-instructional staff member, the complaint is to be directed, initially, toward the person's superior, and the matter then brought, as required, to higher levels in accordance with the organization chart of the district in the manner prescribed in this policy.

Every Student Succeeds Act (ESSA) Complaint Procedure

Complaints alleging violations of law in the district's administration of ESSA education programs shall be processed in accordance with the following procedure.[\[1\]](#)

The complaint must be filed with the district as a written, signed statement that identifies:

1. Alleged ESSA violation.
2. Facts supporting the alleged violation.
3. Supporting documentation, such as information on discussions, correspondence or meetings with the district regarding the complaint.

Complaints shall be referred to the Assistant to the Superintendent, who will notify the Superintendent.

The Assistant to the Superintendent will conduct an independent investigation, which could include but not be limited to:

1. On-site visit to the building that is the subject of the complaint.
2. Opportunity to present evidence by all individuals and/or organizations involved.
3. Opportunity for each side to question parties of other side and witnesses.

When the investigation is completed, the Assistant to the Superintendent will prepare a written report with a recommendation for resolving the complaint. The report will include:

1. Name of the individual or organization filing the complaint.
2. Nature of the complaint.
3. Summary of the investigation.
4. Recommended resolution.
5. Reasons for the recommended resolution.

The Assistant to the Superintendent will submit the report to the Superintendent, who will determine whether further investigation is required and/or the district's final response.

All parties involved in the complaint will be notified of the resolution of the complaint by the Superintendent or designee.

The Assistant to the Superintendent will ensure that the resolution of the complaint is implemented.

The time period between receipt and resolution of a complaint will not exceed sixty (60) calendar days, unless circumstances require additional time.

Either party may appeal the final resolution to the Pennsylvania Department of Education, Division of Federal Programs, PA Department of Education, 333 Market Street, Harrisburg, PA 17126-0333

Legal [1. 20 U.S.C. 7844](#)

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