



Steelton- Highspire School District

Dr. Mick Iskric, Jr., Superintendent

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Federal Programs Non-Public Complaint Procedures (ESSA)

1. **Purpose:**
 - To provide a mechanism for individuals to file complaints regarding violations of ESSA provisions.
2. **Eligibility to File a Complaint:**
 - Parents, students, teachers, or community members can typically file complaints if they believe there is a violation of ESSA.
3. **Filing a Complaint:**
 - **Written Submission:** Complaints should be submitted in writing, detailing the nature of the complaint, the specific provisions of ESSA that are believed to be violated, and any supporting documentation.
 - **Submission Address:** Provide the specific address or email where complaints should be sent.
4. **Acknowledgment:**
 - Upon receipt, the district usually acknowledges the complaint within a certain timeframe (e.g., 5-10 business days).
5. **Investigation:**
 - The district investigates the complaint, which may involve reviewing documentation, interviewing relevant parties, and gathering additional information.
6. **Resolution:**
 - After the investigation, the district provides a written response outlining the findings and any actions taken to address the complaint.
 - The response typically includes timelines for resolving the issue.
7. **Appeals:**
 - If the complainant is not satisfied with the resolution, there may be a process for appealing the decision to a higher authority within the district or to the state education agency.
8. **Confidentiality:**
 - The district should maintain confidentiality throughout the complaint process, protecting the identities of those involved.
9. **Timelines:**
 - Specific timelines for each stage of the complaint process should be outlined to ensure timely resolutions.

Additional Resources

- **Website:** Check the Steelton-Highspire School District's official website for specific forms, additional details, and updates related to the complaint process.
- **Contact Information:** Reach out to the district office for personalized guidance on filing a complaint or for clarification on procedures.

