

# Seneca Valley School District

## Title IA Complaint Resolution Process

### Introduction

On December 10, 2015 a new Federal education law was signed by the President. This law, the Every Student Succeeds Act (ESSA), requires schools that receive federal Title IA funding 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) A statement that a school has violated a requirement of federal statute or regulation which apply to programs under the Elementary and Secondary Education Act (ESEA), as amended by ESSA.
- b) The facts on which the statement is based.
- c) Information on any discussions, meetings or correspondence with PDE or a school regarding the complaint.

### Complaint Resolution Procedures

- 1) **Referral** – Complaints against the Seneca Valley School District will be received in writing by the assistant superintendent.
- 2) **Notice to School** – The Assistant Superintendent will notify the building Principal that a complaint has been received. A copy of the complaint will be given to the Principal with directions given for the Principal to respond.
- 3) **Investigation** – After receiving the Principal’s response, the Assistant Superintendent will determine whether further investigation or action by the school district is necessary.
- 4) **Opportunity to Present Evidence** – The Assistant Superintendent may, in his or her discretion, provide for the complainant and/or the complainant’s representative to present evidence. Such 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 Assistant Superintendent has completed the investigation and the taking of evidence, a report will be prepared 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. Copies

of the report will be issued to the complainant, complainant's representative, and the Superintendent.

6) **Follow up** – The Assistant Superintendent will ensure that the resolution of the complaint is implemented.

7) **Time Limit** – The period between the Seneca Valley School District's receipt of a complaint and its resolution of the complaint shall not exceed sixty (60) calendar days.

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

### **Filing a Complaint**

Complaints should be addressed as follows:

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Seneca Valley School District  
Assistant Superintendent of Curriculum and Assessment  
124 Seneca School Road  
Harmony, PA 16037

Ms. Susan McCrone, Chief  
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333 Market Street, 7th Floor  
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