

**Complaint Resolution Process – ESSA/Federal Programs**  
**Keystone Central School District**  
**86 Administration Drive**  
**Mill Hall, Pennsylvania 17751**

**Introduction**

ESEA, as amended by the Every Student Succeeds Act (ESSA), requires Local Educational 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 Keystone Central School District has adopted the following procedures.

**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 the ESEA, as amended by the 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 Procedures**

- 1) Referral** - Complaints against the Keystone Central School District will be received in writing via email or certified mail by the Title I Federal Program Coordinator.
- 2) Acknowledgement** – The Title I Federal Program Coordinator will acknowledge receipt of the complaint in writing.
- 3) Investigation** – The Title I Federal Program Coordinator will thoroughly 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 by the District is required. If the problem cannot be informally resolved, it will be referred to the Director of Curriculum & Innovation.
- 4) Opportunity to Present Evidence** – The Director of Curriculum & Innovation 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 Director of Curriculum & Innovation has finished further 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 Director of Curriculum & Technology Innovation will issue the report to the complainant, complainant’s representative, and the Superintendent of the school district.

**6) Appeal to the Superintendent of Schools** – The complainant may appeal to the Superintendent of the Keystone Central School District after the recommended resolution is made, and before an appeal is forwarded to the Secretary of the Commonwealth. This must be done in writing via email or certified mail.

**7) Right to Appeal** – In appropriate cases, the complainant may appeal from the recommended resolution to the Secretary of the Education of the Commonwealth.

**8) Follow-Up** – The Director of Curriculum & Innovation will ensure that the resolution of the complaint is implemented.

**9) Time Limit** – The period between Keystone Central School District’s receipt of a complaint and its resolution shall not exceed sixty (60) calendar days.

### **Filing a Complaint**

Complaints should be addressed in writing via email or certified mail as follows:

Justin Evey  
Title I Federal Program Coordinator  
Keystone Central School District  
86 Administration Drive  
Mill Hall, Pennsylvania 17751

Megan Hull  
Director of Curriculum & Innovation  
Keystone Central School District  
86 Administration Drive  
Mill Hall, Pennsylvania 17751

Dr. Francis Redmon  
Superintendent  
Keystone Central School District  
86 Administration Drive  
Mill Hall, Pennsylvania 17751

Susan McCrone  
Chief Division of Federal Programs  
Pennsylvania Department of Education  
333 Market Street, 7<sup>th</sup> Floor  
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Secretary of Education of the Commonwealth of Pennsylvania  
Pennsylvania Department of Education  
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