



EASTERN LEBANON COUNTY SCHOOL DISTRICT

180 Elco Drive, Myerstown, PA 17067
717-866-7117; Fax 717-866-7697
<http://www.elcosd.org>

To Whom It May Concern:

Thank you for contacting the Eastern Lebanon County (ELCO) School District and providing us with the opportunity to assist you with your concerns. The following is a process designed to address complaints and concerns regarding any aspect of Alternative Education for Disruptive Youth (AEDY) programs, including placement and exiting decisions, the quality of academic instruction, the provision or omission of language assistance services, and services to students with disabilities to include reasonable modifications.

Individuals having complaints and concerns regarding AEDY are required to seek resolution via the relevant School District rather than elevating concerns to the PA Department of Education (PDE) in the first instance. The filing of a complaint via the AEDY Complaint Process does not limit any other rights or remedies under federal and state law. This means, for example, that a parent may still file a separate due process complaint concerning his or her child's Individualized Education Program ("IEP") as provided pursuant to the Individuals with Disabilities Education Act ("IDEA").

School districts will ensure that parents and students who are limited in (or have no) English proficiency (known as Limited English Proficiency or "LEP") are provided translation and interpretation services to participate in the AEDY Complaint Process. If you need translation and interpretation services to access this document or the AEDY Complaint Process, please contact the Director of Pupil Services at 717-866-7117.

Filing an AEDY Complaint with the ELCO School District:

Any individual or organization may submit a written complaint using the AEDY Complaint Form (see attached). The form must be completed and sent to the ELCO School District.

The complaint must include the following:

- (1) the facts on which the statement is based;
- (2) all relevant documents and supporting information;
- (3) a proposed resolution to the problem to the extent known and available to the complainant at the time the complaint is filed; and

(4) the contact information for the complainant; The complainant may provide additional information either orally or in writing at any time during the complaint process. The complainant must provide the preferred method of contact on the AEDY Complaint Form.

All relevant documents must be forwarded to the ELCO School District at 180 ELCO Drive, Myerstown, PA 17067, faxed to 717-866-7697, or emailed to ashoemaker@elcosd.org

Failure to provide all of the information in the Complaint Form will not result in the complaint being dismissed. AEDY Programs and the ELCO School District will work with complainants to ensure that the requested information is as complete as possible.

The Staff Member in charge of this process shall be impartial and the School District will ensure that the Staff Member handling the investigation is not the subject of the complaint. The Staff Member in charge of this process may interview any individual who is said to have knowledge of the allegations. As part of the investigation, the Staff Member may require the AEDY Program and/or School District to respond to the allegations and may contact the complainant. The Staff Member may consider any relevant evidence as part of the investigation and outcome.

If the Staff Member concludes an investigation and makes a finding of compliance, the Staff Member will notify the complainant and the School District and take no further action. If the complainant is not satisfied with the decision, the Staff Member may provide the State AEDY Complaint Process information to the complainant. If the Staff Member concludes an investigation and makes a finding of non-compliance, the Staff Member will notify the complainant, the School District as applicable and direct corrective action to address the noncompliance.

The Staff Member will make a good faith effort to perform the actions outlined above in accordance with the following timeline: (1) investigate within 30 days of a determination that an investigation is appropriate, and (2) determine compliance or noncompliance within 30 days of the conclusion of an investigation. Depending upon the nature of the allegations and the investigation, the Staff Member may take additional time for these steps and will notify the complainant if additional time is needed. Regardless of the aforementioned timelines, the Staff Member will expedite its investigation and corrective action for allegations involving the health, safety and welfare of students or for other good cause shown.

The Staff Member will review the actions taken to address any noncompliance. If the Staff Member determines that the School District addressed the noncompliance, the matter will be closed. If the Staff Member determines that the School District failed to address the noncompliance, the Staff Member will report to a School District Administrator for appropriate enforcement action.

The Staff Member will acknowledge receipt of complaints. To determine the status of a complaint, please feel free to contact the Director of Pupil Services at 717-866-7117. If the complainant disagrees with the School District's conclusions, he or she may file a complaint with PDE