

Lehigh Area School District

Non-Public Complaint Resolution Procedures

1) Referral

Complaints regarding Title I Services within the Lehigh Area School District should be submitted in writing to the Federal Programs Coordinator in the Curriculum Department.

2) Acknowledgement

The Federal Programs Coordinator will confirm receipt of the complaint in writing and notify the Superintendent.

3) Investigation

The Federal Programs Coordinator will investigate the complaint and attempt to resolve it informally. If a satisfactory resolution is reached informally, no further action will be needed. If the issue is not resolved informally, it will be referred to the Superintendent.

4) Opportunity to Present Evidence

At the Superintendent's discretion, the complainant and/or their representative may be allowed to present evidence. This may include questioning the parties involved and their witnesses.

5) Report and Recommended Resolution

Following the investigation and review of evidence, the Superintendent will prepare a final report outlining the complaint, investigation summary, recommended resolution, and reasoning. The report will be issued to the complainant, the complainant's representative, and the Federal Programs Coordinator. The recommended resolution becomes effective upon issuance of the report.

6) Follow-Up

The Federal Programs Coordinator will ensure that the resolution is implemented as recommended.

7) Time Limit

The complaint must be resolved within sixty (60) calendar days from the date it is received by the Federal Programs Coordinator in the Curriculum Department.

8) Right to Appeal

The complainant may appeal the recommended resolution to the Secretary of Education of the Commonwealth, Chief Division of Federal Programs, if applicable.