Complaint Resolution Process for ESSA Programs
Easton Area School District
1801 Bushkill Drive Easton, Pa 18040

Introduction

ESEA, as amended by the Every Student Succeeds Act (ESSA) requires State Educational Agencies (SEAs) 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 Pennsylvania Department of Education (PDE) Division of Federal Programs has adopted the following procedures after presenting them to the Committee of Practitioners.

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 (LEA) 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 Easton Area School District will be received in writing by the School Principal**.**

2) ***Acknowledgement*** **–** The School Principal will acknowledge receipt of the complaint in writing.

3) ***Investigation*** **–** The School Principal 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 Federal Programs Coordinator.

4) ***Opportunity to Present Evidence*** **–** The Federal Programs Coordinator 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 Federal Programs Coordinator 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 Federal Programs Coordinator will issue the report to the complainant, complainant's representative, Superintendent, and School Principal.

6) ***Right to Appeal*** – In appropriate cases, the complainant may appeal from the recommended resolution to the Chief of the Division of Federal Programs of the Commonwealth of PA.

7) ***Follow-Up*** – The Federal Programs Coordinator will insure that the resolution of the complaint is implemented.

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

Filing a Complaint

Complaints should be addressed as follows:

Dr. Charlene Symia, 6th Grade
Mr. John Couples, 7th & 8th Grade
Principals
Easton Area Middle School
1010 Echo Trail
Easton, PA 18040

Ms. Tracy Piazza
Assistant Superintendent for C & I
Easton Area School District
1801 Bushkill Drive
Easton, Pa. 18040

Mr. David Piperato
Superintendent
Easton Area School District
1801 Bushkill Drive
Easton, PA 18040

Mrs. Susan McCrone
Chief, Division of Federal Programs
Pennsylvania Department of Education
333 Market Street, 7th Floor
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