



PALMERTON AREA SCHOOL DISTRICT

CENTRAL ADMINISTRATION OFFICE
680 Fourth Street
Palmerton PA 18071

Title I Complaint Procedure

The Palmerton Area School District has established a procedure for parents/guardians of Title students to report a complaint regarding the Title Program.

1. The parent/guardian should contact the regular classroom teacher regarding any concern about their child's program or school service.
2. The regular education teacher should contact the Title teacher and schedule a meeting with the parent.
3. The school principal should attend the meeting and work with the teacher to resolve the complaint.
4. If the parent/guardian is not satisfied that the complaint has been resolved, the school principal should refer the issue to the Federal Programs Coordinator.
5. The Federal Programs Coordinator should review the complaint with the parent/guardian (and the Superintendent if he/she is not the Federal Programs Coordinator).
6. If the parent/guardian continues to feel the issue is unresolved, the Superintendent should inform and assist the parent/guardian with the opportunity to speak to the Board of Education.
7. Time Limit – The period between the Federal Programs Coordinator receiving the complaint and 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:

Ms. Susan McCrone, Chief
Division of Federal Programs
Pennsylvania Department of Education
333 Market Street, 7th Floor
Harrisburg, PA 17126-0333

Complaint Procedure for Nonpublic School Parents and Officials

Under Title I, a local education agency (LEA) is required to provide to eligible nonpublic school children, their teachers, and their families Title I services or other benefits that are equitable to those provided to eligible public school children, their teachers, and their families. Nonpublic school officials have recourse through the complaint process if they do not believe their eligible children, teachers or families are receiving equitable services.

Aspects of the complaint process that a nonpublic school should know:

1. A nonpublic school official has a right to complain to the state educational agency (Pennsylvania Department of Education) that the local education agency (Palmerton Area School District) did not engage in a timely and meaningful consultation process or did not give due consideration to the views of the nonpublic school official.
2. Any dispute regarding the accuracy of low-income data for nonpublic school students also can be the subject of a complaint.
3. For disputes with the services provided to your child by the Palmerton Area School District, please first inform your local nonpublic institution as well as the Palmerton Area School District. If your concerns are not resolved, you have the right to continue the complaint process to the state (Pennsylvania Department of Education-PDE).
4. PDE is required to have complaint procedures in place as required by Sec. 34 CFR 299.10-12. Included in this procedure is a reasonable time by which the state must respond in writing to the complaint.
5. No later than 30 days following the written response by the state, or in the event the state fails to resolve the complaint within a reasonable period of time, the nonpublic school official may appeal the decision of the state to the secretary of the U.S. Department of Education. Such appeal must be accompanied by a copy of the state's written response, if available, and a complete statement of the reasons supporting the appeal.
6. The secretary must complete an investigation of the complaint and resolve the appeal within 120 days after receipt of the appeal.