



Northern York County School District

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Dillsburg, PA 17019

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Mr. Michael Walker
Assistant Superintendent

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Complaint Resolution Process for ESSA Programs:

Northern York County School District

Introduction

The Every Student Succeeds Act (ESSA) legislation requires Local Education 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 Northern York County School District has adopted the following procedures.

Scope

The following programs as applicable: Title I, Part A, Title I Neglected & Delinquent; Title II, Part A; Title II, Part D; Title III; Title IV

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 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 Resolution Procedures

- 1) Referral – Complaints against the Northern York County School District will be received in writing by the Federal Programs Regional Coordinator.
- 2) Notice to LEA – The Federal Programs Regional Coordinator will notify the appropriate Northern York County School District Supervisor that a complaint has been received, will provide a copy, and will direct the Supervisor to respond.
- 3) Investigation - The Federal Programs Regional Coordinator will address the concerns with the appropriate Northern York County School District Supervisor of the ESSA program. The Federal Programs Regional Coordinator and the NYCSD Supervisor will 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 is required. If the problem cannot be resolved informally, it will be referred to the Northern York



County School District Superintendent. The NYCSD Supervisor or Superintendent will forward the response to the Federal Programs Regional Coordinator, and he or she will determine whether further investigation is necessary.

4) Opportunity to Present Evidence – The Regional 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 Regional Coordinator has finished any 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 Regional Coordinator will issue the report to the complainant, complainant’s representative, and NYCSD Supervisor of the program.

6) Follow Up – The Federal Programs Regional Coordinator will ensure that the resolution of the complaint is implemented.

7) Time Limit – The period between PDE’s receipt of a complaint or appeal and its resolution shall not exceed forty-five (45) calendar days.

8) Extension or Time Limit – The Chief of the Division of Federal Programs may extend the 45- day time limit if exceptional circumstances exist with respect to a particular complaint or appeal.

9) Right to Appeal – The complainant will be informed of his/her right to appeal the NYCSD resolution of the complaint to the Pennsylvania Department of Education, addressed as follows:

Division Chief
Division of Federal Programs
Pennsylvania Department of Education
Forum Building
607 South Drive Harrisburg, PA 17120

A filed complaint should be addressed as follows:

Mr. Michael Walker,
Federal Programs Coordinator
Northern York County School District
650 South Baltimore Street
Dillsburg, PA 17019
December 9, 2025