Pequea Valley School District

"Where Each Learner Counts"

166 South New Holland Road
Kinzers, PA 17535
717-768-5530; Fax: 717-768-7176
www.pequeavalley.org
Erik B. Orndorff, Ed.D – Superintendent
Richard D. Eby, Ed.D – Assistant Superintendent

Complaint Resolution Process
For Non-Public Schools
2025-2026 School Year

Step 1:

If you have a concern regarding the educational services provided to your eligible students, you should first contact Dr. Raluca Snyder, Supervisor of Instructional Programs/Title I Administrator for Nonpublic School Services at Lancaster-Lebanon IU 13 at (717) 606-1685 or by email at raluca_snyder@iu13.org. The attached form addressing specific complaints may also be sent as a next step to:

Raluca Snyder, Ed.D
Supervisor of Instructional Programs
Title I Administrator
Title III Administrator
Instructional Services Department – Nonpublic School Services
Lancaster-Lebanon IU 13
1020 New Holland Avenue
Lancaster, PA 17601
Phone: (717) 606-1685
Fax: (717) 606-1935

Step 2:

If no satisfactory resolution is agreed upon after communication with Dr. Snyder, you may send a copy of this form to:

Dr. Richard D. Eby
Assistant Superintendent
Pequea Valley School District
166 South New Holland Road
Kinzers, PA 17535
Phone: (717) 768-5530
Fax: (717) 768-7176

Step 3:

Please note that if this complaint remains unresolved, you have a right to appeal to the Pennsylvania Department of Education. You should address your appeal to the following address and include a copy of this form and all resolution attempts to date:

Susan McCrone
Division Chief
Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 17126-0333
Phone: (717) 783-9164