SOUTH BUFFALO ELEMENTARY SCHOOL

562 Freeport Road
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(724) 295-9510
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Freeport Area School District
Title I Complaint Resolution Procedure
2026-2027

Introduction

The Every Student Succeeds Act (ESSA) legislation requires State Education Agencies (SEAs) to adopt written procedures for "receiving and resolving, and complaint alleging violations of the law in administration of programs." In accordance with this legislative requirement, the Pennsylvania Department of Education (PDE) has also required Local Education Agencies (LEAs) to adopt written procedures for resolving complaints filed.

Definition

A "complaint" is a written, signed statement filed by an individual or an organization. It must include the following:

1. A statement that a school has violated a requirement of federal statute or regulation that applies to Title I.
2. The facts on which the statement is based.
3. Information on any discussions, meetings, or correspondence with a school regarding the complaint.

Complaint Resolution Procedure

1.) **Referral –** Complaints against schools should be referred to the District's Federal Programs Coordinator:

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South Buffalo Elementary School
562 Freeport Road
Freeport, PA 16229
lesko@freeport.k12.pa.us

2.) **Notice to School –** The Federal Programs Coordinator will notify the school superintendent and principal that a complaint has been received. A copy of the complaint will be given to the superintendent and the principal with directions given for the principal to respond.

3.) **Investigation –** After receiving the principal's response, the Federal Programs Coordinator, along with the superintendent, will determine whether further investigation is necessary. If necessary, the Federal Programs Coordinator and the superintendent may conduct an onsite investigation at the school.

4.) **Opportunity to Present Evidence –** The Federal Programs Coordinator may provide an opportunity for the complainant and the principal to provide evidence.

5.) **Report and Recommended Resolution –** Once the Federal Programs Coordinator has completed the investigation and the collection of evidence, a report will be prepared with a recommendation for resolving the complaint. The report will provide 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. Copies of the report will be issued to all parties involved. The recommended solution will become effective upon issuance of the report.

6.) **Follow-up –** The Federal Programs Coordinator and the superintendent will ensure that the resolution of the complaint is implemented.

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