



West Perry School District

Complaint Resolution Process for ESSA Programs

West Perry School District Programs

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 West Perry School District has adopted the following procedures.

Scope

Title I, Part A, Title I Neglected & Delinquent; Title II, Part A; Title II, Part D; Title III

Definition

A “complaint” is a written, signed statement filed by an individual or an organization. It must include:

- a. A statement that PDE or an LEA has violated a requirement of Federal statute or regulations which apply to programs under 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 Resolution Procedures

- 1) **Referral** – Complaints against the West Perry School District will be received in writing by the Federal Programs Coordinator.
- 2) **Acknowledgement** – The Federal Programs Coordinator will acknowledge receipt of the complaint in writing.
- 3) **Investigation** – The Federal Programs Coordinator will address the concerns with the appropriate West Perry School District Supervisor of the ESSA program. The Federal Programs Coordinator and the West Perry School District Supervisor will investigate the complaint and attempt to resolve the complaint informally. In 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 West Perry School District Superintendent.

- 4) **Opportunity to Present Evidence** – The Superintendent 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 Superintendent 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 Federal Programs Coordinator will issue the report to the complainant, complainant’s representative, and West Perry School District Supervisor of the program.
- 6) **Right to Appeal** – The complainant will be informed of his/her right to appeal the West Perry School District resolution of the complaint to the Pennsylvania Department of Education, addressed as follows:

ESSA Complaint Manager
Division of Federal Programs
Pennsylvania Department of Education
333 Market Street, 7th Floor
Harrisburg, PA 17126-0333

- 7) **Follow-Up** – The Federal Programs Coordinator will ensure that the resolution of the complaint is implemented.
- 8) **Time Limit** – The period between West Perry 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. Michele Dubaich
Assistant Superintendent / Federal Programs Coordinator
West Perry School District
2606 Shermans Valley Road
Elliottsburg, PA 17024-9706