

PENNCREST School District TITLE IA
COMPLAINT RESOLUTION PROCEDURES 2019-2020

On December 10, 2015 a new Federal education law was signed by the President. This law, the Every Student Succeeds Act (ESSA), requires schools that receive federal Title IA funding 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:

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

Complaint Resolution Procedures

1. Referral – Complaints against schools should be referred to Patti Fiely, Director of Student Services – pfiely@penncrest.org.
2. Notice to School – The Office of Student Services will notify the Superintendent and school Principal that a complaint has been received. A copy of the complaint will be given to the Superintendent and Principal with directions given for the Principal to respond.
3. Investigation – After receiving the Principal’s response, the Student Services Office, along with the Superintendent, will determine whether further investigation is necessary. If necessary, the Director of Student Services and the Superintendent may do an onsite investigation at the school.
4. Opportunity to Present Evidence – The Director of Student Services may provide for the complainant and the Principal to present evidence.
5. Report and Recommended Resolution – Once the Director of Student Services has completed the investigation and the taking of evidence, a report will be prepared with a recommendation for resolving the complaint. The 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. Copies of the report will be issued to all parties involved. The recommended resolution will become effective upon issuance of the report.
6. Follow up – The Director of Student Services and the Superintendent will ensure that the resolution of the complaint is implemented.

7. Time Limit – The period between the Director of Student Services 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