

Complaint Resolution Process

Title I, Part A; Title II, Part A; Title III

Introduction

Federal 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 Carlisle Area School District has adopted the following procedures.

Scope

Title I, Part A; Title II, Part A; 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 the South Middleton School District has violated a requirement of Federal statute or regulations which apply to Title I, Title II, Title III, Title IV.
- b. The facts on which the statement is based.
- c. Information on any discussions, meetings, or correspondence with PDE or the South Middleton School District regarding the complaint.

Local Complaint Resolution Procedures

1. **Referral:** Complaints against the South Middleton 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 South Middleton School District Supervisor of the Title program. The federal programs coordinator and the South Middleton School District 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 South Middleton 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 South Middleton School District Supervisor of the program.

6. **Right to Appeal:** The complainant will be informed of his/her right to appeal the South Middleton School District resolution of the complaint to the Pennsylvania Department of Education, addressed as follows:
7. **Follow-Up:** The federal programs coordinator will ensure that the resolution of the complaint is implemented.
8. **Time Limit:** The period between South Middleton 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. Joseph W. Mancuso III
Federal Programs Coordinator
South Middleton School District
4 Academy Street
Boiling Springs, PA 17007