

KEYSTONE OAKS SCHOOL DISTRICT

Policy Guide



Policy No. 906.1

Section COMMUNITY

Title TITLE I COMPLAINT
RESOLUTION

Adopted DECEMBER 7, 2011

Revised OCTOBER 20, 2015

POLICY NO. 906.1 TITLE I COMPLAINT RESOLUTION		
Section 1	<p><u>Purpose</u></p> <p>The <i>No Child Left Behind Act of 2001</i> (NCLB) legislation requires State Educational Agencies (SEAs) 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 Pennsylvania Department of Education (PDE) has also required Local Educational Agencies (LEAs) to adopt written procedures for resolving complaints filed.</p>	20 U.S.C Sec. 9304 (a)(3)(C)
Section 2	<p><u>Definition</u></p> <p>A “complaint” is a written, signed statement filed by an individual or an organization. It must include:</p> <ol style="list-style-type: none"> a. A statement that the school has violated a requirement of federal statute or regulation that applies to Title I. b. The facts on which the statement is based. c. Information on any discussions, meetings or correspondence with the school regarding the complaint. 	

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Section 3

Guidelines

1. Referral

Complaints against schools should be referred to the District's Federal/State Programs Coordinator:

Keystone Oaks School District
Federal Programs Coordinator
1000 Kelton Avenue Pittsburgh, PA 15216

2. Notice to School

The Federal/State Programs Coordinator will notify the Superintendent and the building Principal that a complaint has been received. A copy of the complaint will be given to the Superintendent and the building Principal with directions given for the Principal to respond.

3. Investigation

After receiving the Principal's response, the Federal/State Programs Coordinator, along with the Superintendent, will determine whether further investigation is necessary. If necessary, the Federal/State Programs Coordinator and the Superintendent may do an onsite investigation at the school.

4. Opportunity to Present Evidence

The Federal/State Programs Coordinator may provide for the complainant and the building Principal to present evidence regarding the complaint.

5. Report and Recommended Resolution

Once the Federal/State Programs Coordinator 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

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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. The period between the LEA's receipt of a complaint and its resolution shall not exceed sixty (60) calendar days.

6. Follow-Up

The Federal/State Programs Coordinator and the Superintendent will ensure that the resolution of the complaint is implemented.

7. Right to Appeal

Either party may appeal the final resolution to the Pennsylvania Department of Education. Appeals should be addressed as follows:

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

References:

No Child Left Behind Act of 2001 – 20 U.S.C. Sec. 9304
(a)(3)(C)