

**Complaint Resolution Process for ESEA Title I Programs
Pleasant Valley School District
Curriculum Department, Title I Services
2233 Route 115 Suite 100
Brodheadsville, Pennsylvania 18322**

Introduction

ESEA, as amended by the Every Student Succeeds Act (ESSA), requires Local Educational 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, Pleasant Valley School District has adopted the following procedures.

Definition

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

- a. A statement that PDE or a Local Educational Agency has violated a requirement of federal statute or regulations which apply to programs under the ESEA, as amended by 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 Procedures

- 1) ***Referral*** – Complaints against the Pleasant Valley School District, Curriculum Department Title I Services will be received in writing by the Pleasant Valley School District, Curriculum Department Title I Services.
- 2) ***Acknowledgement*** – The Curriculum Supervisor/Federal Programs Coordinator will acknowledge receipt of the complaint in writing.
- 3) ***Investigation*** – The Curriculum Supervisor/Federal Programs Coordinator will thoroughly 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 by the Pleasant Valley School District is required. If the problem cannot be informally resolved, it will be referred to the Pleasant Valley School District Superintendent.
- 4) ***Opportunity to Present Evidence*** – The Pleasant Valley School District 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 Pleasant Valley School District Superintendent has finished further 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 Pleasant Valley School District Superintendent will issue the report to the complainant, complainant's representative, and the Curriculum Supervisor/Federal Programs Coordinator.

- 6) **Right to Appeal** – In appropriate cases, the complainant may appeal from the recommended resolution to the Secretary of the Education of the Commonwealth.
- 7) **Follow-Up** – The Curriculum Supervisor/Federal Programs Coordinator will insure that the resolution of the complaint is implemented.
- 8) **Time Limit** – The period between receipt of a complaint by the Pleasant Valley School District Curriculum/Title I Services Department and its resolution shall not exceed sixty (60) calendar days.

Filing a Complaint

Complaints should be addressed as follows:

Ms. Lori Hagerman
Curriculum Supervisor and Federal Programs Coordinator
Pleasant Valley School District
2233 Route 115
Brodheads ville, PA 18322

Dr. James Konrad
Superintendent
Pleasant Valley School District
2233 Route 115
Brodheads ville, PA 18322

Susan McCrone
Chief
Division of Federal Programs
Pennsylvania Department of Education
333 Market Street
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