



**COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF EDUCATION
333 MARKET STREET
HARRISBURG, PA 17126-0333**

**COMPLAINT RESOLUTION
PROCEDURES
TASD TITLE I PROGRAM**

2022-23

**TAMAQUA AREA SCHOOL DISTRICT
138 West Broad Street
TAMAQUA, PA 18252
570 668 2570
PROCEDURES FOR COMPLAINT RESOLUTION**

Complaint Resolution Process for Federal Programs

Introduction

Every Child Succeeds Act (ESSA) legislation 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, the Tamaqua Area School District follows these 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 the Tamaqua Area School District has violated a requirement of federal statute or regulations which apply to programs under the Every Child Succeeds Act (ESSA).
- b. The facts on which the statement is based.
- c. Information on any discussions, meetings or correspondence with PDE or the district regarding the complaint.

Local Complaint Procedures

- 1) Referral** - Complaints against the Tamaqua Area School District will be received in writing by the building principal.
- 2) Acknowledgement** – The principal will acknowledge receipt of the complaint in writing.
- 3) Investigation** – The principal 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 by the District is required. If the problem cannot be informally resolved, it will be referred to the Assistant Superintendent/Federal Programs Coordinator.
- 4) Opportunity to Present Evidence** – The Assistant Superintendent/Federal Programs Coordinator may, in his or her discretion, provide the opportunity 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 Assistant Superintendent/Federal Programs Coordinator 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 Assistant Superintendent will issue the report to the complainant, complainant's representative, Superintendent, and building Principal.
- 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 Assistant Superintendent/Federal Programs Coordinator will insure that the resolution of the complaint is implemented.
- 8) Time Limit** – The period between Tamaqua Area School District's receipt of a complaint and its resolution within the district shall not exceed forty-five (45) calendar days.

Filing a Complaint

Complaints should be addressed as follows:

- **Building Principal**
- **Assistant Superintendent/Federal Programs Coordinator**
- **Susan McCrone, Chief**
Division of Federal Programs
Pennsylvania Department of Education
333 Market Street, 7th Floor
Harrisburg, PA 17126-0333