



## ATHENS AREA SCHOOL DISTRICT

### TITLE I PROGRAM

*Complaint Resolution Process*

*(as required by NCLB)*

It is the goal of the Athens Area Schools District Title I program to address all concerns and/or complaints about our program and/or procedures fairly, openly, and with the upmost urgency. It is the right of any parent/guardian, student, resident, non-public entity or community group to present a request, suggestion or complaint. The District intends to provide a fair and impartial method for seeking appropriate resolution. This procedure will start with an informal, direct discussion among the affected parties. However, if a mutual agreement cannot be reached and the issue resolved more formal procedures will be put into place.

#### **General Complaint Procedures:**

**First Level** – Complaints/requests must be a written, signed statement filed by an individual or an organization. It must include:

- A statement that Athens Area School District has violated a requirement of the federal statute or regulations which apply to programs under the **No Child Left Behind Act**.
- The facts on which the statement is based.
- Information on any discussions, meetings or correspondence with the employee and/or Title I Federal Program Coordinator regarding the complaint.

The written complaint must be sent to the Office of the Superintendent:

Mr. Craig Stage, Superintendent  
Athens Area School District  
100 Canal Street  
Athens, PA 18810

If the Title I complaint has not been resolved to all parties' satisfaction, it can then be directed to Pennsylvania Department of Education (PDE); procedure of order listed below:

1. **Referral** – Complaints against the Athens Area School District Title I program or appeals from their decision regarding complaints will be referred to the Regional Coordinator.
2. **Notice to the Athens Area School District** – the Regional Coordinator will notify the Federal Programs Coordinator and Superintendent that a complaint or appeal has been received, will provide a copy, and will direct Athens Area School District to respond.
3. **Investigation** – After receiving the Athens Area School District response, the Regional Coordinator will determine whether further investigation is necessary. If necessary, the Regional Coordinator may carry out an independent investigation on-site at the Athens Area School District.
4. **Opportunity to Present Evidence** – The Regional Coordinator may, in his or her discretion, provide for the complaint, the complaint's representative (or both), and the Athens Area School District to present evidence. This will give opportunity for each

side the ability to be able to dispute and/or question further in the presence of the Regional Coordinator.

5. **Report and Recommended Resolution** – Once the Regional Coordinator has finished an investigation and taking of evidence, he or she will prepare a final report with a recommendation for resolving the complaint or appeal. The final report will give the name of the party bringing the complaint or appeal, the nature of the complaint or appeal, a summary of the investigation, the recommended resolution, and the reasons for the recommendation. The Regional Coordinator will determine the procedure and his/her recommendation will be reported to all parties involved. The recommended resolution will become effective upon issuance of the final report.
6. **Follow-up** – The Regional Coordinator will ensure that the resolution of the complaint or appeal is implemented.
7. **Time Limit** – The period between PDE’s receipt of a complaint or appeal and its resolution shall not **exceed sixty (60) calendar days**. The Athens Area School District will comply with the resolution as soon as possible.
8. **Extension of Time Limit** – The Chief of the Division of Federal Programs may extend the sixty (60) day time limit if exceptional circumstances exist with respect to a particular complaint or appeal.
9. **Right to Appeal** – Either party may appeal the final resolution to the United States Secretary of Education.

**Filing a Complaint to PDE:**

Complaints addressed to Regional Coordinator:

Ms. Lynn Cavello  
Education Administration Supervisor  
Bureau of Curriculum, Assessment & Instruction  
Pennsylvania Department of Education  
Division of Federal Programs  
333 Market Street  
Harrisburg, PA 17126

Complaints addressed to Chief of the Division of Federal Programs:

Mrs. Susan McCrone  
Chief of the Division of Federal Programs  
Pennsylvania Department of Education  
333 Market Street  
5<sup>th</sup> Floor  
Harrisburg, PA 17126

References: AASD Policy Section 900 Number 906  
Legal 1.20 U.S.C. 7844