

Complaint Resolution Process for NCLB Programs

Council Rock School District

30 North Chancellor Street

Newtown, PA 18940

Introduction

The No Child Left Behind Act of 2001 (NCLB) 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 Council Rock 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 No Child Left Behind Act.
- 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 Council Rock School District will be received in writing by the Council Rock School District Federal Programs Coordinator.
- 2) **Acknowledgement** – The Federal Programs Coordinator will acknowledge receipt of the complaint in writing.
- 3) **Investigation** – The 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 District is required. If the problem cannot be informally resolved, it will be referred to the Human Resources / Federal Programs Director.
- 4) **Opportunity to Present Evidence** – The Federal Programs Coordinator and/or the Human Resources / Federal Programs Director 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 Federal Programs Coordinator and/or the Human Resources/Federal Programs Director 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 Federal Programs Coordinator will issue the report to the complainant, complainant's representative, Superintendent, and the targeted Title I Elementary 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 Federal Programs Coordinator will insure that the resolution of the complaint is implemented.
- 8) **Time Limit** – The period between Council Rock 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:

Helen P. Gross, Ed.D.

CRSD Federal Programs Coordinator
Chancellor Center
30 North Chancellor Street
Newtown, PA 18940

Robert J. Fraser, Ed.D.

Superintendent of Schools
Chancellor Center
30 North Chancellor Street
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