

Title I Complaint Resolution Process
Dunmore School District
300 West Warren Street
Dunmore, PA 18512

Introduction

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, the Dunmore 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 Dunmore School District will be received in writing by the Dunmore School Federal Programs Coordinator.
- 2. Acknowledgment** - 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 complaint 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 School District Superintendent.
- 4. Opportunity to the Present Evidence** - The Superintendent may, in his discretion, provide for the complaint and/or the complaint’s representative to the 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 Superintendent has finished further investigation and taking of evidence, he 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 Superintendent will issue the report to the complainant, complainant's representative, Federal Programs Coordinator, and Elementary Center 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 Superintendent will insure that the resolution of the complaint is implemented.
- 8. *Time Limit*** - The period between Dunmore School District's receipt of a complaint and its resolution shall not exceed sixty (45) calendar days.

Filing a Complaint

Complaints should be addressed as follows:

Mrs. Michelle Kokindo

Federal Programs Coordinator

300 West Warren Street

Dunmore, PA 18512

Mr. John Marichak

Superintendent of Schools

300 W. Warren Street

Dunmore, PA 18512