

Complaint Resolution Process

**Montoursville Area School District
50 North Arch Street
Montoursville, PA 17754**

Introduction

Federal 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 Montoursville Area 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 statement that PDE or a Local Educational Agency has violated a requirement of federal statute or regulations which apply to programs under the Every Child Succeeds Act (ESSA).
- The facts on which the statement is based.
- Information on any discussions, meetings or correspondence with PDE or the LEA regarding the complaint.

Local Complaint Procedures

- 1) Referral** - Complaints against the Montoursville Area School District will be received in writing by the Federal Programs Coordinator or Superintendent.
- 2) Acknowledgement** – The Federal Programs Coordinator or Superintendent will acknowledge receipt of the complaint in writing.
- 3) Investigation** – The Federal Programs Coordinator (or other designee appointed by the Chief School Administrator) 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 Superintendent.

- 4) ***Opportunity to Present Evidence*** – The 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 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 Superintendent will issue the report to the complainant or complainant’s representative, and all other parties involved in or affected by the complaint.
- 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 Montoursville Area 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:

Mr. Darrin Feerrar
Federal Programs Coordinator
Montoursville Area School District
50 North Arch Street
Montoursville, PA 17754

Mr. Daniel Taormina
Superintendent
Montoursville Area High School
50 North Arch Street
Montoursville, PA 17754

Susan McCrone
Chief - Division of Federal Programs
Pennsylvania Department of Education
333 Market Street, 7th Floor
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