

Brandywine Heights Area School District

200 West Weis Street, Tipton, PA 19562



Complaint Resolution Process for NCLB Programs

Brandywine Heights Area School District

200 West Weis Street

Topton, PA 19562

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 Brandywine Heights 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. 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 Brandywine Heights Area School District will be received in writing by the Brandywine Heights building Principal.
- 2) ***Acknowledgement*** – The building Principal will acknowledge receipt of the complaint in writing.
- 3) ***Investigation*** – The building Principal 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 Federal Programs Coordinator.

- 4) ***Opportunity to Present Evidence*** – The Federal Programs Coordinator 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 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 Elementary Principal.
- 6) ***Right to Appeal*** – In appropriate cases, the complainant may appeal from the recommended resolution to the Pennsylvania Department of Education, Division of Federal Programs.
- 7) ***Follow-Up*** – The Federal Programs Coordinator will insure that the resolution of the complaint is implemented.
- 8) ***Time Limit*** – The period between Brandywine Heights 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:

Mrs. Lauren Zuidema
Elementary Principal
Elementary & Intermediate Schools
445 Barkley Street
Topton, PA 19562

Dr. Kathy Johnson
Middle School Principal
Brandywine Heights Middle School
200 West Weis Street
Topton, PA 19562

Mr. Andrew Potteiger
Federal Program Coordinator
Brandywine Heights Area School District
200 West Weis Street
Topton, PA 19562

Maria Garcia
NCLB Complaint Manager
Division of Federal Programs
Pennsylvania Department of Education
333 Market Street, 7th Floor
Harrisburg, PA 17126-0333