



SHIPPENSBURG AREA SCHOOL DISTRICT

317 N. Morris Street, Shippensburg PA 17257
717.530.2700 www.shipk12.org

TITLE I COMPLAINT PROCEDURES

Introduction

The Every Student Succeeds Act (ESSA) of 2015 legislation requires State Education Agencies (SEAs) 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 Pennsylvania Department of Education (PDE) has also required Local Education Agencies (LEAs) to adopt written procedures for resolving complaints filed.

Definition

A “complaint” is a written, signed statement filed by an individual or an organization.

1. A statement that a school has violated a requirement of federal statute or regulation that applies to Title I A.
2. The facts on which the statement is based.
3. Information on any discussions, meetings, or correspondence with a school regarding the complaint.

Compliant Resolution Procedures

1. **Referral**-Complaints against the schools should be referred to the Federal Programs Coordinator:
Sheri Woodall
201 Eberly Drive
Shippensburg, PA 17257
717-530-2700 ext. 1003
Sheri.woodall@ship.k12.pa.us
2. **Notice to School**-The Federal Programs Coordinator will notify the school Superintendent and Principal that a complaint has been received. A copy of the complaint will be given to the Superintendent and Principal with directions given for the Principal to respond.
3. **Investigation**- After receiving the Principal’s response, the Federal Programs Coordinator, along with the Superintendent, will determine whether further investigation is necessary. If necessary, the Federal Programs Coordinator and the Superintendent may do an onsite investigation at the school.
4. **Opportunity to Present Evidence**-The Federal Programs Coordinator may provide for the complainant and the Principal to present evidence.
5. **Report and Recommended Resolution**- Once the Federal Programs Coordinator has completed the investigation and the taking of evidence, a report will be prepared with a recommendation for resolving the complaint. The 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.

Together we develop well-rounded, collaborative, critical thinkers.



SHIPPENSBURG AREA SCHOOL DISTRICT

317 N. Morris Street, Shippensburg PA 17257
717.530.2700 www.shipk12.org

Copies of the report will be issued to all parties involved. The recommended resolution will become effective upon issuance of the report.

6. **Follow-up-** The Federal Programs Coordinator and the Superintendent will ensure that the resolution of the complaint is implemented.
7. **Time Limit-** The period between the Federal Programs Coordinator receiving the complaint and the resolution of the complaint shall not exceed sixty (60) calendar days.
8. **Right to Appeal-** Either party may appeal the final resolution to the Department of Education. Appeals should be addressed as follows:

Ms. Susan McCrone
Chief Division of Federal Programs
Pennsylvania Department of Education
333 Market Street, 7th Floor
Harrisburg, PA 17126-0333