

**Mount Union Area School District
28 West Market Street
Mount Union PA 17066**

**No Child Left Behind Act of 2001
(Section 9304(a)(3)(C))**

**LEA'S
PROCEDURES FOR
COMPLAINT RESOLUTION**

May 2007

Mount Union Area School District Federal Programs Complaint Resolution Process for NCLB Programs

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 Mount Union Area School District, Federal Programs, has adopted the following procedures after presenting them to the Mount Union Area School District Board of Education.

Definition

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

- a. A statement the 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 the LEA regarding the complaint.

Complaint Resolution Procedures

- 1) **Referral**—Complaints against the Mount Union Area School District, Federal Programs will be referred to the Mount Union Area School District Federal Program Coordinator
- 2) **Notice to LEA**—The Mount Union Area School District Federal Programs Coordinator will notify the district superintendent that a complaint or appeal has been received, will provide a copy, and will direct the LEA to respond.
- 3) **Investigation**—After receiving the Federal Program Coordinators response, the district superintendent will determine whether further investigation is necessary. If necessary, the Federal Programs Coordinator will carry out an independent investigation on-site at the building of the referred complaint.
- 4) **Opportunity to Present Evidence**—The Federal Programs Coordinator may, in his or her discretion, provide for the complainant, the complainant’s representative, or both, and the building of the referred complaint to present evidence. Such 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 any investigation and taking of evidence, he or she will prepare a final report with a recommendation for resolving the complaint or appeal. The final report will give the name of the party bringing the complaint or appeal, the nature of the complaint or appeal, a summary of the investigation, the recommended resolution, and the reasons for the recommendation. The Federal Programs Coordinator will issue the report to all parties to the complaint or appeal. The recommended resolution will become effective upon issuance of the final report.
- 6) **Follow-up**—The Federal Programs Coordinator will insure that the resolution of the complaint or appeal is implemented.
- 7) **Time Limit**—The period between LEA’s receipt of a complaint or appeal and its resolution shall not exceed sixty (60) calendar days..
- 8) **Right to Appeal**—Either party may appeal the final resolution to the Pennsylvania Department of Education.

Filing a Complaint

Complaints should be addressed as follows:

Renee Palakovic
Chief
Division of Federal Programs
Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 17126-0333
Division of Federal Programs
Pennsylvania Department of Education
333 Market Street
Harrisburg, PA 17126-0333