

August 2017

Dear Families,

The Harmony Area Board of Education has adopted the following Federal Complaint Resolution Procedures. Title 1 regulations require that a copy of these regulations be provided for you. In addition, the procedures are also available under the Parent Pages section of the school website. www.harmonyowls.com. As always please feel free to contact me with any questions or concerns regarding our Title 1 program at Harmony Area School District.

Sincerely,

Darren J. McLaurin Federal Programs Director
(814) 845-2300

Harmony Area School District Complaint Resolution Procedures for NCLB

Definition

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

- a. A statement that the school district 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 school district regarding the complaint.

1) **Referral** – Complaints regarding the Harmony Area Title 1 program or other federal programs should be directed to the Superintendent.

2) **Acknowledgment** – The Superintendent will acknowledge receipt of the complaint in writing.

3) **Investigation** – The Superintendent will investigate the complaint.

4) **Opportunity to Present Evidence** – The Superintendent, at his or her discretion, may provide for the complainant to present evidence and may include the opportunity for each side to provide statements or ask questions.

5) **Report and Recommended Resolution** – Once the Superintendent has finished any 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 and the necessary district personnel.

6) **Follow-up** – The Superintendent will insure that the resolution of the complaint is implemented.

7) **Time Limit** – The period between HASD's receipt of a complaint and its resolution shall not exceed sixty (60) calendar days.

8) **Extension of Time Limit** – The Superintendent may extend the 60 day time limit if exceptional circumstances exist with respect to a particular complaint.

9) **Right to Appeal** – The complainant may appeal the final resolution to the State Education Agency