

## Complaint Procedure

### 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 Dallas School District will be received in writing by the building Principal.

**2) Acknowledgement** - The Principal will acknowledge receipt of the complaint in writing.

**3) Investigation** - The 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 Superintendent and/or Director of Federal Programs.

**4) Opportunity to Present Evidence** - The Superintendent and/or the Director of Federal Programs 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 and/or Director of Federal Programs 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 and/or the Director of Federal Programs will issue the report to the complainant, complainant's representative, Superintendent, and Principal.

**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 and/or Director of Federal Programs will insure that the resolution of the complaint is implemented.

**8) Time Limit** - The period between Dallas School District's receipt of a complaint and its resolution shall not exceed sixty (60) calendar days.