

**Complaint Resolution Process for NCLB Programs
Bethlehem Area School District
1516 Sycamore Street
Bethlehem, PA 18017**

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 Bethlehem 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 Bethlehem Area School District will be received in writing by the Supervisor of Grants.

2) Acknowledgement – The Supervisor of Grants will acknowledge receipt of the complaint in writing.

3) Investigation – The Supervisor of Grants 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 Director of Human Resources.

4) Opportunity to Present Evidence – The Director of Human Resources 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 Director of Human Resources 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 Director of Human Resources will issue

the report to the complainant, complainant's representative, Superintendent, and Supervisor of Grants.

6) Appeal to the Superintendent of Schools – The complainant may appeal to the Superintendent of the Bethlehem Area School District after the recommended resolution is made, and before an appeal is forwarded to the Secretary of the Commonwealth.

7) Right to Appeal – In appropriate cases, the complainant may appeal from the recommended resolution to the Secretary of the Education of the Commonwealth.

8) Follow-Up – The Director of Human Resources will insure that the resolution of the complaint is implemented.

9) Time Limit – The period between Bethlehem 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. Janet D. Tate
Supervisor of Grants
Bethlehem Area School District
1516 Sycamore Street
Bethlehem, PA 18017

Mr. Russell Giordano
Director of Human Resources
Bethlehem Area School District
1516 Sycamore Street
Bethlehem, PA 18017

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