

**Federal Programs/ESSA Complaint Process**  
**Turkeyfoot Valley Area School District**  
172 Turkeyfoot Road, Confluence PA 15424

**Introduction**

The Turkeyfoot Valley Area School District will utilize the following procedures to handle complaints. This is in accordance with the ESEA mandate on Local Education Agencies (LEA's) to have in place protocols for "receiving and resolving any complaint alleging violations of the law in administration of programs."

**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 ESEA, as amended by the ESSA.
  - 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 Turkeyfoot Valley Area School District will be received in writing via email or certified mail by the Federal Programs Director.
- 2) ***Acknowledgement*** – The Federal Programs Director will acknowledge receipt of the complaint in writing.
- 3) ***Investigation*** – The Federal Programs Director 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 Principal of Schools.
- 4) ***Opportunity to Present Evidence*** – The Principal 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 Principal 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 Principal will issue the report to the complainant, complainant's representative, Superintendent, and Federal Programs Director.

- 6) ***Appeal to the Superintendent of Schools*** – The complainant may appeal to the Superintendent of the Turkeyfoot Valley Area School District after the recommended resolution is made, and before an appeal is forwarded to the Secretary of the Commonwealth. This must be done in writing via email or certified mail.
- 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 Principal of Schools will ensure that the resolution of the complaint is implemented.
- 9) ***Time Limit*** – The period between Turkeyfoot Valley 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 in writing via email or certified mail as follows:

Mrs. Megan Barlow  
Federal Programs Director  
Turkeyfoot Valley Area School District  
Confluence, PA 15424  
[mbarlow@turkeyfoot.k12.pa.us](mailto:mbarlow@turkeyfoot.k12.pa.us)

Mr. Christopher Shilk  
Principal  
Turkeyfoot Valley Area School District  
Confluence, PA 15424  
[cshilk@turkeyfoot.k12.pa.us](mailto:cshilk@turkeyfoot.k12.pa.us)

Mrs. Nicole Dice  
Superintendent  
Turkeyfoot Valley Area School District  
Confluence, PA 15424  
[ndice@turkeyfoot.k12.pa.us](mailto:ndice@turkeyfoot.k12.pa.us)

Susan McCrone  
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