

Cray Challenges/New Castle Schools

Local Level AEDY Complaint Form



LOCAL LEVEL COMPLAINT PROCESS

Dear (Parent/Guardian/Complainant):

Thank you for contacting the Cray Challenges and providing us with the opportunity to assist you in this matter. The following is a process designed to address complaints and concerns regarding any aspect of Alternative Education for Disruptive Youth (AEDY) programs, including placement and exiting decisions, the quality of academic instruction, the provision or omission of language assistance services, and services to students with disabilities to include reasonable modifications.

Individuals having complaints and concerns regarding AEDY are required to seek resolution via the relevant AEDY Program and/or LEA rather than elevating concerns to PDE in the first instance.

Filing an AEDY Complaint with Cray Challenges or New Castle School District

Any individual or organization may submit a written complaint using the attached AEDY Complaint Form. The form must be completed and sent to the relevant AEDY Program or LEA.

The complaint must include:

- (1) a statement that the AEDY Program or LEA has violated any applicable federal and/or state law or regulations;
- (2) the facts on which the statement is based;
- (3) all relevant documents and supporting information;
- (4) a proposed resolution to the problem to the extent known and available to the complainant at the time the complaint is filed; and
- (5) the signature and contact information for the complainant. The complainant may provide additional information either orally or in writing at any time during the complaint process. The complainant must provide the preferred method of contact on the AEDY Complaint Form.

All relevant documents must be forwarded to Cray Challenges, at 111 East Maitland Land, New Castle, PA, or faxed to 724-654-8423, or emailed to Craychallenges@comcast.net. Additionally, they can be submitted to New Castle School District, 420 Fern Street, New Castle, PA or faxed to 724-656-4762, or emailed to jmozzocio@ncasd.com.

Failure to provide all of the information in the Complaint Form will not result in the complaint being dismissed. AEDY Programs will work with complainants to ensure that the requested information is as complete as possible.

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The Staff Member in charge of this process may interview any individual who is said to have knowledge of the allegations. As part of the investigation, the Staff Member may require the AEDY Program or LEA to respond to the allegations and may contact the complainant. The Staff Member may consider any relevant evidence as part of the investigation and outcome.

If the Staff Member concludes an investigation and makes a finding of compliance, the Staff Member will notify the complainant and the relevant AEDY Program or LEA and take no further action. If the complainant is not satisfied with the decision, the Staff Member may provide the PDE Complaint Process information to the complainant. If the Staff Member concludes an investigation and makes a finding of non-compliance, the Staff Member will notify the complainant, the relevant AEDY Program or LEA as applicable and direct corrective action to address the noncompliance.

The Staff Member will make a good faith effort to perform the actions outlined above in accordance with the following timeline: (1) investigate within 45 days of a determination that an investigation is appropriate, and (2) determine compliance or noncompliance within 30 days of the conclusion of an investigation. Depending upon the nature of the allegations and the investigation, the Staff Member may take additional time for these steps and will notify the complainant if additional time is needed.

The Staff Member will review the actions taken to address any noncompliance within one year of the date the corrective action was directed. If the Staff Member determines that the AEDY Program or LEA addressed the noncompliance, the matter will be closed. If the Staff Member determines that the AEDY Program or LEA failed to address the noncompliance, the Staff Member will report to an AEDY Program or LEA Administrator for appropriate enforcement action. Subject to the availability of AEDY Program or LEA resources and the number and nature of complaints received on any given date, the Staff Member will acknowledge receipt of complaints. To determine the status of a complaint, please feel free to contact John Mozzocio at 724-656-4763 or Earl Edwards at 724-654-8422.

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Alternative Education for Disruptive Youth Complaint Form

Cray Challenges/New Castle School District

You may make copies of this form, use additional paper, or call/email Cray Challenges at 724-654-8422 for additional copies. Additionally, you can call the New Castle School District at 724-656-4763.

My preferred method of contact is:

By phone (please provide number): _____
Best time during normal business hours to call: _____

By email (please provide email address): _____

In person at a public facility during normal business hours. The location would probably be a school or Intermediate Unit building to permit duplication of documents.

Are you filing this complaint on behalf of a specific child? Yes No

Please provide your contact information, relationship to child, and signature.

Name: _____

Address: _____

Phone Number:

Home: _____ Work: _____ Cell: _____

E-mail: _____

Relationship to child or children: _____

Parent Attorney Advocate Other

Name and address of the residence of the child: _____

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Provide a statement about the violation or issue, which you believe has occurred. Please include a description of the problem.

List the facts that support your statement.

What is your proposed solution to this problem?

This complaint must be signed in order for Cray Challenges

Signature

Date

Please return the form to: New Castle School District, 420 Fern St, New Castle, Pa 16105

Cray Challenges

c/o Earl Edwards

111 East Maitland Lane

New Castle, PA 16105