NEW CASTLE AREA SCHOOL DISTRICT
Administrative Offices
420 Fern Street
New Castle, Pennsylvania 16101
724-656-4757
www.ncasd.com

Richard A. Rossi
Interim Superintendent

TITLE IA-IV COMPLAINT RESOLUTION PROCEDURES for NON-PUBLIC SCHOOLS 2022-2023

Introduction

On December 10, 20215 a new Federal education law was signed by the President. This law, the Every Student Succeeds Acts (ESSA), requires schools that receive federal Title IA Funding adopt written procedures for resolving complaints filed.

Definition

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

a) A statement that a school has violated a requirement of federal statute or regulation that applies to Title IA, II, III or IV.
b) The facts on which the statement is based.
c) Information on any discussions, meetings, or correspondence with a school regarding the complaint.

Complaint Resolution Procedures

1) **Referral-**Complaints against schools should be referred to the district's Federal Program's Contacts:

Mr. Richard A. Rossi, Interim Superintendent or Ms. Janeen M. Mancino, Federal Programs
420 Fern Street, New Castle, PA 16101
724-656-4756

2) **Notice to School-**The Federal Programs staff will notify the building principal that a complaint has been received. A copy of the complaint will also be given to the building Principal with directions given for the Principal to respond.
3) **Investigation-**After receiving the Principal's response, the Federal Programs staff including the Superintendent, will determine whether further investigation is necessary. If necessary, the Federal Programs staff including the Superintendent may do an onsite investigation at the school.
4) **Opportunity to Present Evidence-**The Federal Programs staff may provide for the complainant and the building Principal to present evidence.
5) **Report and Recommended Resolution-**Once the Federal Programs staff and Superintendent has completed the investigation and the taking of evidence, a report will be prepared with a recommendation for resolving the complaint. The 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. Copies of the report will be issued to all parties involved. The recommended resolution will become effective upon issuance of the report.
6) **Follow-Up-**The Federal Programs staff and the Superintendent will ensure that the resolution of the complaint is implemented.
7) **Time Limit-**The period between the Federal Programs staff receiving the complaint and resolution of the complaint shall not exceed sixty (60) calendar days.
8) **Right to Appeal-**Either party may appeal the final resolution to the Department of Education. Appeals should be addressed as follows:

Ms. Susan McCrone, Chief Division of Federal Programs
Pennsylvania Department of Education
333 Market Street, 7th Floor, Harrisburg, PA 17126-0333

NEW CASTLE AREA SCHOOL DISTRICT

PARENT / FAMILY COMPLAINT FORM

Date: _____

Parent/Guardian Name (s): _____

Telephone/Email: _____

Address: _____

Student Name(s): _____

Student School Building (s)/ Grade(s): _____

1. **Please state your problem.**

   _____
   _____
   _____
   _____

2. **Where and when did this problem take place?**
   a. **Date/Time:**_____
   b. **Place**_____

3. **What do you think caused the problem?**

   _____
   _____
   _____
   _____

4. **What steps, if any, were taken to solve this problem?**

   _____
   _____
   _____
   _____

5. **Please indicate staff contacted:**

   a. **Teacher:**_____
   b. **Principal:**_____
   c. **Other:**_____

6. **How do you recommend this problem be solved?**

   _____
   _____
   _____
   _____

Parent/Family Member Signature/Date: _____

"NCASD…We're making a difference in the lives of our students"