

**Complaint Procedure for Title I
Executive Education Academy Charter School
555 Union Blvd. Allentown, PA 18109**

Introduction

Title I 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 Executive Education Academy Charter School (EEACS) has adopted the following procedures.

1. 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 Every Child Succeeds Act (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.

2. Local Complaint Procedure:
 - a. • Referral - Complaints against EEACS will be submitted in writing to the appropriate School Administrator responsible for supervising or implementing the Title I program.
 - b. • Acknowledgement – The Administrator will acknowledge receipt of the complaint in writing.
 - c. • Investigation – The Administrator will thoroughly investigate the complaint and attempt to resolve the complaint. If a resolution satisfactory to the complainant is reached no further investigation or action by EEACS is required. If the problem cannot be resolved, it will be referred to the Federal Programs Coordinator.
 - d. • Opportunity to Present Evidence – The Federal Programs Coordinator 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.
 - e. • Report and Recommended Resolution – Once the Federal Programs Coordinator 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 Federal Programs Coordinator will issue the report to the complainant, complainant’s representative, CEO and CAO.
 - f. • Right to Appeal – In appropriate cases, the complainant may appeal from the recommended resolution to the Secretary of Education of the Commonwealth.
 - g. • Follow-Up – The Federal Programs Coordinator will insure that the resolution of the complaint is implemented.
 - h. • Time Limit – The period between EEACS’s receipt of a complaint and its resolution shall not exceed sixty (60) calendar days.

Complaints should be addressed to:

Mrs. O’Brien, Chief Academic Officer
555 Union Blvd.
Allentown, PA 18109
tobrien@ee-schools.org
610-841-7044 ext. 2068

*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**