



MUHLENBERG SCHOOL DISTRICT

Joseph E. Macharola, Ed.D.
Superintendent

(610) 921-8000
FAX: (610) 921-8076
www.muhsdk12.org

Alan S. Futrick, Ed.D.
Assistant Superintendent

Shane M. Mathias, CPA
Business Manager

Fall 2023-24

Introduction

The Every Student Succeeds Act of 2015 (ESSA) legislation requires Local Educational Agencies (LEAs) to adopt written procedures for “receiving and resolving any complaint alleging violations of the law in the administration of programs.” In accordance with this legislative requirement, the 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 statement that PDE or a Local Educational Agency has violated a federal statute requirement or regulations that apply to programs under the Every Student Succeeds Act.
- The facts on which the statement is based.
- Information on discussions, meetings, or correspondence with PDE or the LEA regarding the complaint.

Local Complaint Procedures

1. **Referral** - Complaints against the School District will be received in writing by the School Principal.
2. **Acknowledgment** – The Principal will acknowledge receipt of the complaint in writing.
3. **Investigation** – The Principal 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 Federal Programs Coordinator.
4. **Opportunity to Present Evidence** – The Federal Programs Coordinator may provide for the complainant and/or the complainant’s representative to present evidence at his or her discretion. Such a presentation may allow each side to question the parties to the dispute and any of their witnesses.
5. **Report and Recommended Resolution** – Once the Federal Programs Coordinator has finished the 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, representative, Superintendent, and Principal.
6. **Right to Appeal** – In appropriate cases, the complainant may appeal the recommended resolution to the Secretary of the Education of the Commonwealth.
7. **Follow-Up** – The Federal Programs Coordinator will implement the complaint's resolution.
8. **Time Limit** – The period between the School District’s receipt of a complaint and its resolution shall not exceed sixty (60) calendar days.



801 Bellevue Avenue, Reading, Pennsylvania 19605-1799





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Filing a Complaint

Complaints should be addressed as follows:

<p>Muhlenberg School District Dr. Cathy Shappell, FPC 801 E. Bellevue Ave. Reading, PA 19605</p>	<p>Pennsylvania Department of Education Susan McCrone, Chief Division of FP 333 Market Street, 7th Floor Harrisburg, PA 17126-0333</p>
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