

**Complaint Resolution Process for ESSA Programs**  
**Wilson Area School District**  
**2040 Washington Boulevard**  
**Easton, PA 18042**

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 administration of programs.” In accordance with this legislative requirement, the Wilson Area 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. A statement that PDE or a Local Educational Agency has violated a requirement of federal statute or regulations that apply to programs under the Every Student Succeeds Act.
- 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 Wilson Area School District will be received in writing by the Wilson Borough or Avona Elementary Principal.
- 2) **Acknowledgement** – The Elementary Principal will acknowledge receipt of the complaint in writing.
- 3) **Investigation** – The Elementary 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 Assistant Superintendent.
- 4) **Opportunity to Present Evidence** – The Assistant Superintendent 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 Assistant Superintendent 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 Assistant Superintendent will issue the report to the complainant, complainant's representative, and the Superintendent.
- 6) **Right to Appeal** – In appropriate cases, the complainant may appeal from the recommended resolution to the Secretary of the Education of the Commonwealth.
- 7) **Follow-Up** – The Assistant Superintendent will insure that the resolution of the complaint is implemented.
- 8) **Time Limit** – The period between Wilson 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 as follows:

Wilson Borough Elementary School Principal  
Wilson Borough Elementary School  
301 South 21<sup>st</sup> Street  
Easton, PA 18042

Avona Elementary School Principal  
Avona Elementary School  
2317 Front Street  
Easton, PA 18042

Assistant Superintendent  
Wilson Area School District  
2040 Washington Boulevard  
Easton, PA 18042

Secretary of Education  
Division of Federal Programs  
Pennsylvania Department of Education  
333 Market Street, 7<sup>th</sup> Floor  
Harrisburg, PA 17126-0333