



## Federal Program's Complaint Resolution Process for NCLB

Approved by the CCS Board of Trustees ~ March 19, 2009

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### **Introduction:**

The No Child Left Behind Act of 2001 (NCLB) legislation requires Local Educational Agencies (LEAs) to adopt written procedures for receiving and resolving any complaint alleging violation of this law in administration of programs. In accordance with this legislative requirement, Collegium Charter School has adopted the following procedures.

### **Definition:**

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

- ❑ A statement alleging that Collegium Charter School has violated a requirement of a federal statute or regulation which apply to programs under No Child Left Behind Act.
- ❑ The facts on which the statement is based.
- ❑ Information on any discussions, meetings, or correspondence with Collegium Charter School regarding the complaint.

### **Local Complaint Procedures**

- 1. Referral** – Written complaint provided to the appropriate Principal.
- 2. Acknowledgement** – 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 both parties reach an informal resolution satisfactory to the complaint, no further action is required. If the problem cannot be informally resolved, it will be referred to Collegium's Director of Student Services – Federal Programs Coordinator.
- 4. Opportunity to Present Evidence** – The Director of Student Services – Federal Programs Coordinator will provide opportunity for each side to present evidence.
- 5. Report and Recommend Resolution** – Once the Director of Student Services – Federal Programs Coordinator has finished the investigation and taking evidence, he/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 investigation, recommended resolution, and the reason for the recommendation. The final report will be issued to the complainant and, if applicable, the complainant's representative. The report will also be provided to Collegium's Principal, Director of Administrative Services and CEO.
- 6. Time Limit** – The period between Collegium Charter School's receipt of the complaint and its resolution shall not exceed sixty (60) calendar days.

### **Filing a Complaint**

Complaints should be mailed to:

Mrs. Kate Pacitto  
*Director of Student Services*  
*Collegium Charter School*  
*535 James Hance Court*  
*Exton, PA 19341*