



Otto-Eldred School District

143 R.L. Sweitzer Drive, Duke Center, PA 16729

(814) 817-1380 opt. 3 Fax (814) 966-3911

Matthew D. Splain, Superintendent

Jodi L. Flexman, Business Manager

Lindsay A. Burns, Director Pupil Services & Spec. Ed.

Otto-Eldred Elementary School

5 N. Bennett St, Eldred, PA 16731

(814) 817-1380 opt. 1

Fax (814) 225-4917

Nichole M. Garthwaite, Principal

Kim S. Alfieri, School Counselor

Otto-Eldred Junior Senior High School

143 R.L. Sweitzer Dr, Duke Center, PA 16729

(814) 817-1380 opt. 2

Fax (814) 966-3911

Kaci L. Daniels, Principal

Colleen E. Storer, School Counselor

MODEL LOCAL LEVEL COMPLAINT PROCESS

Dear (Parent/Guardian/Complainant):

Thank you for contacting the Otto-Eldred School District (LEA) and providing us with the opportunity to assist you in this matter. The following is a process designed to address complaints and concerns regarding any aspect of Alternative Education for Disruptive Youth (AEDY) programs, including placement and exiting decisions, the quality of academic instruction, the provision or omission of language assistance services, and services to students with disabilities to include reasonable modifications.

Individuals having complaints and concerns regarding AEDY are required to seek resolution via the relevant AEDY Program and OESD rather than elevating concerns to PDE in the first instance.

Filing an AEDY Complaint with the LEA and AEDY Program

Any individual or organization may submit a written complaint using the attached AEDY Complaint Form. The form must be completed and sent to the relevant AEDY Program and OESD.

The complaint must include:

- (1) the facts on which the statement is based;
- (2) all relevant documents and supporting information;
- (3) a proposed resolution to the problem to the extent known and available to the complainant at the time the complaint is filed; and
- (4) the contact information for the complainant; The complainant may provide additional information either orally or in writing at any time during the complaint process. The complainant must provide the preferred method of contact on the AEDY Complaint Form.

All relevant documents must be forwarded to the Otto-Eldred School District at 143 R. L. Sweitzer Drive, Duke Center, PA 16729 or faxed to 814-966-3911 or emailed to mattsplain@ottoeldred.org.

Failure to provide all of the information in the Complaint Form will not result in the complaint being dismissed. AEDY Programs and OESD will work with complainants to ensure that the requested information is as complete as possible.

The Staff Member in charge of this process may interview any individual who is said to have knowledge of the allegations. As part of the investigation, the Staff Member may require the AEDY Program and OESD to respond to the allegations and may contact the complainant. The Staff Member may consider any relevant evidence as part of the investigation and outcome.

If the Staff Member concludes an investigation and makes a finding of compliance, the Staff Member will notify the complainant and the relevant AEDY Program and OESD and take no further action. If the complainant is not satisfied with the decision; the Staff Member may provide the PDE Complaint Process information to the complainant. If the Staff Member concludes an investigation and makes a finding of non-compliance, the Staff Member will notify the complainant, the relevant AEDY Program and OESD as applicable and direct corrective action to address the noncompliance.

The Staff Member will make a good faith effort to perform the actions outlined above in accordance with the following timeline:

- (1) investigate within 45 days of a determination that an investigation is appropriate,
- (2) determine compliance or noncompliance within 30 days of the conclusion of an investigation.

Depending upon the nature of the allegations and the investigation, the Staff Member may take additional time for these steps and will notify the complainant if additional time is needed.

The Staff Member will review the actions taken to address any noncompliance within one year of the date the corrective action was directed. If the Staff Member determines that the AEDY Program and OESD addressed the noncompliance, the matter will be closed. If the Staff Member determines that the AEDY Program and OESD failed to address the noncompliance, the Staff Member will report to an AEDY Program or OESD Administrator for appropriate enforcement action.

Subject to the availability of AEDY Program and OESD resources and the number and nature of complaints received on any given date, the Staff Member will acknowledge receipt of complaints. To determine the status of a complaint, please feel free to contact Mr. Matthew D. Splain, Superintendent at 814-817-1385.

Alternative Education for Disruptive Youth Complaint Form

OESD/AEDY Program

You may make copies of this form, use additional paper, or call/email the (AEDY Program or LEA) at (contact information) for additional copies.

My preferred method of contact is:

- By phone (please provide number):

Best time during normal business hours to call:

- By email (please provide email address):
- In person at a public facility during normal business hours. The location would probably be a school or Intermediate Unit building to permit duplication of documents.

Are you filing this complaint on behalf of a specific child? Yes No

Please provide your contact information and relationship to the child.

Name:

Address:

Phone Number:

Home:

Work:

Cell:

E-mail:

Relationship to child or children:

- Parent Attorney Advocate Other

Name and address of the residence of the child:

Child's school and school district:

Is the child currently in school? Yes No

If so, where is the child's current program:

School Building:

School District:

Charter School:

Private Provider:

Complete *only* if the complaint is filed on behalf of a homeless child or youth.

Contact Person:

Telephone:

On or about what date did the violation occur?

Date:

To clarify my allegations, I would like the **LEA and AEDY Program** to interview the following person(s). (Optional)

Name	Occupation/Title	Phone Number/E-Mail Address

Provide a statement about the violation or issue, which you believe has occurred. Please include a description of the problem.

List the facts that support your statement.

What is your proposed solution to this problem?

Please return the form to:

Otto-Eldred School District
Attention: Mr. Matthew D. Splain, Superintendent
143 R. L. Sweitzer Drive
Duke Center, PA 16729
mattsplain@ottoeldred.org