

# *Gateway School District*

---



Dear (Parent/Guardian/Complainant):

Thank you for contacting the (Local Education Agency (LEA) or AEDY Program) 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/or LEA rather than elevating concerns to PDE in the first instance.

Filing an AEDY Complaint with the (LEA or 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 or LEA.

The complaint must include: (1) a statement that the AEDY Program or LEA has violated any applicable federal and/or state law or regulations; (2) the facts on which the statement is based; (3) all relevant documents and supporting information; (4) a proposed resolution to the problem to the extent known and available to the complainant at the time the complaint is filed; and (5) the signature and 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 Gateway School District, at 9000 Gateway Campus Boulevard, Monroeville, PA 15146, or faxed to 412-858-1066, or emailed to [dchakey@gatewayk12.org](mailto:dchakey@gatewayk12.org).

Failure to provide all of the information in the Complaint Form will not result in the complaint being dismissed. AEDY Programs 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 or LEA 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 or LEA 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 Insert LEA/AEDY Program Letterhead DRAFT non-compliance, the Staff Member will notify the complainant, the relevant AEDY Program or LEA 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, and (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 or LEA addressed the noncompliance, the matter will be closed. If the Staff Member determines that the AEDY Program or LEA failed to address the noncompliance, the Staff Member will report to an AEDY Program or LEA Administrator for appropriate enforcement action.

Subject to the availability of AEDY Program or LEA 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 Dennis Chakey, Assistant Superintendent, at 412-373-5704.



# Alternative Education for Disruptive Youth (AEDY) Complaint Information Packet and Complaint Form

---

*May 2019*

**Dear (Parent/Guardian/Complainant):**

Thank you for contacting the Pennsylvania Department of Education (PDE) 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 relevant academic instruction, the provision or omission of language assistance services, and services to students with disabilities including reasonable modifications.

Individuals having complaints and concerns regarding AEDY are required to seek resolution via the relevant AEDY Program and/or local education agency (LEA) rather than elevating concerns to PDE in the first instance. Students, parents, and others may seek PDE review if a local AEDY complaint or concern is not resolved at the local level and/or if students, parents, or others wish to challenge the local level resolution. Please review the enclosed materials carefully. If you have questions, please feel free to contact the AEDY Office at (717) 705-3771.

**Filing an AEDY Complaint with the Pennsylvania Department of Education**

Any individual or organization may submit a written complaint using the AEDY Complaint Form to PDE's AEDY Office. The complainant must forward a copy of the complaint to the relevant AEDY Program or sending Local Education Agency (LEA) at the same time the complainant files the complaint with PDE.

The complaint must include (1) a statement that the AEDY Program or sending LEA has violated a federal and/or state law or regulation; (2) the facts on which the statement is based; (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 signature and 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.

Each complaint is assigned to an AEDY Team Member for investigation. The AEDY Team Member may conduct an on-site investigation at the sending LEA or at the approved AEDY Program site to review relevant records and interview relevant staff. The AEDY Team Member may interview any individual who is said to have knowledge of the allegations. As part of the investigation, the AEDY Team Member may require the AEDY Program or sending LEA to respond to the allegations and may contact the complainant. The AEDY Team Member may consider any relevant evidence as part of the investigation and outcome.

Upon conclusion of the investigation, the AEDY Team Member will respond with one of the following outcomes:

- If the AEDY Team Member reviews the allegations set forth in the complaint and determines that the complaint is not within PDE's jurisdiction, the AEDY Team Member will notify the complainant of such and take no further action.
- If the AEDY Team Member reviews the allegations set forth in the complaint and determines that the complaint merits referral to an existing complaint procedure within PDE, the AEDY Team Member will make the referral as appropriate.
- If the AEDY Team Member concludes the investigation and makes a finding of compliance, the AEDY Team Member will notify the complainant and the relevant AEDY Program or sending LEA and take no further action.
- If the AEDY Team Member concludes the investigation and makes a finding of non-compliance, the AEDY Team Member will notify the complainant and the relevant AEDY Program or sending LEA and direct corrective action to address the noncompliance.

PDE 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, and (2) determine compliance within 30 days of the investigation. Depending upon the nature of the allegations and the investigation, PDE may take additional time for these steps.

The AEDY Team Member will review the actions taken to address any noncompliance within one year of the date the corrective action was directed. If the AEDY Team Member determines that the AEDY Program or sending LEA addressed the noncompliance, the matter will be closed. If the AEDY Team Member determines that the AEDY Program or sending LEA failed to address the noncompliance, PDE may take appropriate enforcement action.

Subject to the availability of PDE resources and the number and nature of complaints received on any given date, the AEDY Team Member will acknowledge receipt of complaints. To determine the status of a complaint, please feel free to contact the AEDY Office at (717) 705-3771.

# Complaint Form

---

You may make copies of this form, use additional paper, or call the Alternative Education for Disruptive Youth Program Office at 717-705-3771 for additional copies.

My preferred method of contact by the AEDY Team Member assigned to this complaint would be:

- ☐ 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

Provide your contact information, relationship to child, and signature.

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 AEDY Team Member 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 about the nature of the problem.

**List the facts to support your statement.**

**What is your proposed solution to this problem?**

**This complaint must be signed in order for an AEDY Team Member to investigate. You must also send a copy of this complaint to the relevant AEDY Program or sending Local Educational Agency (LEA). By signing below, you indicate to PDE's AEDY Program Office that you have provided a copy of the complaint to the relevant AEDY Program or sending LEA.**

---

Signature

Date

Please return the form to:

Pennsylvania Department of Education  
Office for Safe Schools  
Alternative Education for Disruptive Youth (AEDY)  
333 Market Street, 7<sup>th</sup> Floor  
Harrisburg, PA 17126-0333