



South Park High School
2005 Eagle Ridge Drive
South Park, PA 15129
412-655-3111 • Fax: 412-655-1463
www.sparksd.org

South Park School District

Dear (Parent/Guardian/Complainant):

Thank you for contacting South Park School District or Phase IV 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 Phase IV and South Park School District rather than elevating concerns to PDE in the first instance.

Filing an AEDY Complaint with the South Park and Phase IV

Any individual or organization may submit a written complaint using the attached AEDY Complaint Form. The form must be completed and sent to Phase IV and South Park School District.

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 South Park School District, 2005 Eagle Ridge Drive, South Park, PA 15129 or fax to 412-655-1464 or Phase IV Learning Center, 5121 Clairton Blvd. Pittsburgh, PA 15236 or fax to 412-650-7895

Failure to provide all of the information in the Complaint Form will not result in the complaint being dismissed. Phase IV and South Park School District 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 Phase IV and South Park School District 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.



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If the Staff Member concludes an investigation and makes a finding of compliance, the Staff Member will notify the complainant and Phase IV and South Park School District 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, Phase IV and South Park School District 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 Phase IV and South Park School District addressed the noncompliance, the matter will be closed. If the Staff Member determines that Phase IV and South Park School District failed to address the noncompliance, the Staff Member will report to a Phase IV or South Park School District Administrator for appropriate enforcement action.

Subject to the availability of Phase IV and South Park School District 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, feel free to contact Phase IV at 412-650-9004 and South Park School District 412-655-3111.



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Alternative Education for Disruptive Youth Complaint Form

South Park School District/Phase IV

You may make copies of this form, use additional paper, or call South Park School District at 412-655-3111 or Phase IV at 412-650-9004 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



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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:



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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 **South Park School District and Phase IV** 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.



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List the facts that support your statement.

What is your proposed solution to this problem?

Please return the form to:

South Park School District 412-655-3111 or
Phase IV 412-650-9004