**Wyoming Valley West School District AEDY Complaint Process**

Dear Parent / Guardian / Complainant:

Thank you for contacting the Wyoming Valley West School District 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 Compliant with Wyoming Valley West**

Any individual or organization may submit a written complaint using the attached AEDY Complaint Form. The form must be completed **and** sent to Vision Quest and/or the Wyoming Valley West SD.

The complaint must include:

1. a statement that Vision Quest and/or Wyoming Valley West has violated any applicable federal and/or state law or regulations;
2. the facts on which the statement is based;
3. all relevant documents an 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 the Wyoming Valley West School District and/or Vision Quest, at 450 North Maple St., Kingston, Pa. 18224. Additionally, they can be faxed to (570) 288-6381 or emailed to Ciro Cinti at ccinti@wvwsd.org

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

Mr. Cinti, WVW Social Worker/ALC Liaison may interview any individual who is said to have knowledge of the allegations. As part of the investigation, Mr. Cinti may require Vision Quest of

Wyoming Valley West School District

The WVWSD and Vision Quest will respond to these allegations and may contact the complainant. Mr. Cinti may consider any relevant evidence as part of the investigation and outcome.

If the staff member from WVW, Mr. Cinti, concludes an investigation and makes a finding of compliance, he shall notify the complainant, Vision Quest, Wyoming Valley West and take no further action. If the complainant is not satisfied with the decision, the liaison, Mr. Cinti, may provide the PDE Complaint Process information to the complainant. If he concludes an investigation and makes a finding of non-compliance, Mr. Cinti will notify the complainant, Vision Quest and Wyoming Valley West as applicable and direct corrective action to address the noncompliance.

Mr. Cinti 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 he nature of the allegations and the investigation, Mr. Cinti may take additional time for these steps and will notify the complainant if additional time is needed.

Mr. Cinti will then review the actions taken to address any noncompliance within one year of the date the corrective actions was directed. If he determines that Vision Quest and Wyoming Valley West SD addressed the noncompliance, the matter will be closed. If it is determined that Vision Quest and WVW failed to address the noncompliance, Mr. Cinti will report to Vision Quest and WVW for appropriate enforcement action.

Subject to the availability of Vision Quest and WVWSD, resources, as well as the number and nature of complaints received on any given date, Mr. Cinti will acknowledge receipt of complaints. To determine the status of a complaint, please feel free to contact Mr. Ciro Cinti at (570) 288-6551 extension 10605

Alternative Education for Disruptive Youth

Complaint Form

Wyoming Valley West School District and Vision Quest

My preferred method of contact is:

By phone \_\_\_\_\_

By email \_\_\_\_\_

 Wyoming Valley West Central Office \_\_\_\_\_

Wyoming Valley West High School \_\_\_\_\_

Are you filing this complaint on behalf of a specific child? YES NO

Please provide your contact information, relationship to child, and signature

Name:

Address:

Phone Number:

Home:

Work:

Cell:

E-Mail:

Relationship to child or children:

Name and address of the residence of the child:

Child’s school and school district:

Is the child currently in school? YES NO

Wyoming Valley West School District and Vision Quest

If so, where is the child’s current program?

School Building:

School District:

Complete the following 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 Wyoming Valley West or Vision Quest to interview the following person(s). (Optional)

|  |  |  |
| --- | --- | --- |
| Name | Occupation/Title | Phone/Email |
|  |  |  |
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Wyoming Valley West School District and Vision Quest

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?

The complaint must be signed in order for the Wyoming Valley West School District and/or Vision Quest to investigate.

Signature Date

Please return this form to:

**Mr. Ciro Cinti**

**Wyoming Valley West Central Office**

**450 North Maple St.**

**Kingston, Pa. 18704**