

Parent/Guardians and Constituents Complaint Form

Alternative Education for Disruptive Youth (AEDY)

Parents/Guardians whose students attend an AEDY program, as well as constituents, have the right to submit formal complaints regarding the following issues: 1) placement into an AEDY program 2) Exiting decisions from an AEDY, 3) Quality of academic instruction in an AEDY, 4) The provision or omission of language assistance services at an AEDY and 5) Services to students with disabilities and receiving English Learner (EL) services, which may include reasonable modifications while attending an AEDY. Complaints begin at the school district level and can be a two-step process if the complainant is unsatisfied with the results of the complaint at the school district level.¹

In order to file a complaint, complete this form and submit it to Rachel Holzman, Deputy Chief of Student Rights and Responsibilities at appealoffice@philasd.org. If you are unable to submit the form via email, the form can be submitted to the Office of Student Rights and Responsibilities in person at 440 North Broad Street, Philadelphia, PA 19130. *Concerns related to emergency placement into an AEDY program on an "Interim Assignment" will be reviewed within 3 school days and all other concerns will be reviewed within 30 school days. You will be notified by email and/or mail of the resolution.*

The School District ensures that multilingual parents are provided translation and interpretation services to participate in the AEDY Complaint Process. For access to telephonic interpretation, call Language Line at 1-866-874-3972, provide the School District Client ID # 507454, and the Access Code for your school.

Date: _____

Name: _____

Address: _____

Phone Number: _____

Additional Number: _____

Email Address: _____

Name of Student: _____

Student ID Number: _____

Please select which service(s) your student is currently receiving.

- 504 Service Plan
- Individualized Education Plan (IEP)
- English Learners (EL)
- None of the above

Please select your primary concern(s) related to AEDY.

- Placement into an AEDY program
- Exiting decisions from an AEDY (how a student is exited from the program)
- Quality of academic instruction in an AEDY
- The provision or omission of language assistance services at an AEDY
- Services to students with disabilities and receiving EL services, which may include reasonable modifications while attending an AEDY.

¹ If the results of your local complaint (school district level) are not to your satisfaction, you can complete a complaint at the state level by completing an AEDY Pennsylvania Department of Education (PDE) State Complaint Form on the PDE website and email it to RA-EDAEDYComplaintProcess@pa.gov.

Please explain your concern(s) in detail.

Please include any relevant documentation when you submit this form.

What outcome are you seeking?

Please note:

Failure to provide all of the information in the AEDY Complaint Form will not result in the complaint being dismissed. The 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 shall be impartial and the School District will ensure that the Staff Member handling the investigation is not the subject of the complaint. 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/or 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.

If the Staff Member concludes an investigation and makes a finding of compliance, the Staff Member will notify the complainant and the School District and take no further action. If the complainant is not satisfied with the decision, the Staff Member may provide the State AEDY 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 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 30 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. Regardless of the aforementioned timelines, the Staff Member will expedite its investigation and corrective action for allegations involving the health, safety and welfare of students or for other good cause shown.

The Staff Member will review the actions taken to address any noncompliance. If the Staff Member determines that the School District addressed the noncompliance, the matter will be closed. If the Staff Member determines that the School District failed to address the noncompliance, the Staff Member will report to a School District Administrator for appropriate enforcement action.