



**BIG SPRING SCHOOL DISTRICT**  
**Student Services**  
**45 Mount Rock Road**  
**Newville, PA 17241**  
**(717) 776-2422**

Dear (Parent/Guardian/Complainant):

Thank you for contacting Big Spring 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 District or the AEDY program rather than elevating concerns to PDE in the first instance.

**Filing an AEDY Complaint with Big Spring or one of our AEDY Programs**

Any individual or organization may submit a written complaint using the attached AEDY Complaint Form. The form must be completed and sent to the River Rock program director or to Big Spring School District’s Director of Student Services.

The complaint must include:

- (1) a statement that the AEDY Program or District 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 either;

Big Spring School District	River Rock Academy		
William Gillet Director of Student Services Big Spring School District 45 Mount Rock Road Newville PA 17241	Newville	Carlisle	Thunder
	Shawn Witmer River Rock Newville 399 Roxbury Road Newville PA 17241	Jen Long River Rock Carlisle 898 Waggoners Gap Rd Carlisle PA 17013	Andre Anderson River Rock Thunder 898 Waggoners Gap Rd Carlisle PA 17013
<a href="mailto:wgillet@bigspring.k12.pa.us">wgillet@bigspring.k12.pa.us</a>	<a href="mailto:switmer">switmer</a>	<a href="mailto:jlong">jlong</a>	<a href="mailto:aanderson">aanderson</a>
	<a href="mailto:@riverrockacademy.net">@riverrockacademy.net</a>		

Failure to provide all of the information in the Complaint Form will not result in the complaint being dismissed. We 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 District 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 non-compliance, the Staff Member will notify the complainant, the relevant AEDY Program or District 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 Big Spring School District 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 River Rock Director or Big Spring School District administration 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 Bill Gillet, Director of Student Services at 717-776-2000 x2402



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## Alternative Education for Disruptive Youth Complaint Form

You may make copies of this form, use additional paper, or call/email the program or District at for additional copies.

My preferred method of contact is:

- By phone (please provide number): \_\_\_\_\_  
Best time during normal Business hours to call: \_\_\_\_\_
- By e-mail (please provide e-mail 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, relationship to child, and signature.

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone Number    Home                      Work                      Cell  
\_\_\_\_\_

E-mail: \_\_\_\_\_

Relationship to child or children:

- Parent     Attorney     Advocate     Other

Information on child:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Is this child Currently In School?     Yes  No  
If Yes                      Current School Building                      Name of District or Provider  
\_\_\_\_\_

If this complaint is filed on behalf of a homeless child or youth  
If Yes                      Contact Name                      Contact phone  
\_\_\_\_\_

On or about what date did the violation occur? \_\_\_\_\_

To clarify my allegations, I would like the LEA or 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?

This complaint must be signed in order for the District or AEDY Program to investigate.

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Signature

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Date

Please return the form to:  
**William Gillet**  
**Big Spring School District**  
**45 Mount Rock Road**  
**Newville PA 17241**