



State Board of Private Academic Schools Complaints Against a Licensed Private Academic School

(Nursery, Kindergarten, Grades 1-12, Tutoring Centers,
Educational Testing & Remedial Centers)

24 Pa. Code §51.5 Complaint Procedures

The Director and Owner is responsible for answering questions or concerns regarding the educational program and operation and management of the school.

Questions or concerns that are not satisfactorily resolved between the family member and the school may be brought to the attention of the Board.

In order for the State Board of Private Academic Schools to investigate a complaint, the following form must be submitted.

All complaints must contain a statement of the facts forming the basis of the complaint and an explanation why the complainant believes there has been a violation of the law. Please be very descriptive and provide all information relative to the concerns/issues. Anything not in violation of the Private School Law or the Board Regulations will not be investigated.

NOTE: You must indicate if the complaint is formal or informal.

Formal: Your complaint will be forwarded directly to the school divulging your personal information.

Informal: Your complaint will be summarized in a letter to the school and your personal information will not be divulged to the school.

Email the complaint form to ra-nppss@pa.gov.

Upon conclusion of PDE's investigation, a resolution and closure letter will be emailed to the complainant informing the complainant of the school's resolution to the concerns/issues.



State Board of Private Academic Schools Complaint Form

Formal

Informal

Complainant Name:

Address 1:

Address 2:

City:

State:

Zip Code:

Phone:

Email:

School Name:

Education Director Name:

Address 1:

Address 2:

City:

State:

Zip Code:

Phone:

Email:

Does the school have an established policy and procedures for handling complaints?

Yes

No

If Yes, did you follow the school's procedures to resolve your complaint?

Yes

No

If there are allegations of student safety and security, did you report the incident to ChildLine?

Yes

No

Provide the names(s) and title(s) of the school administrator(s) with whom you discussed your concerns in an effort to resolve your complaint.

Provide a clear and complete description of the concern(s) which caused you to file a complaint against the school. Identify the section(s) of the regulations which you believe have been violated by the school. **If the school also offers before and after school care, identify if the incident(s) happened during school hours or during before or after school hours.** Attach any relevant document(s) and correspondence that you have with the school administrator(s) that you may deem necessary for the investigation.

If the investigation would have to go before a hearing, would you be willing to cooperate and provide testimony.

Yes

No

I certify that the information provided herein is true and accurate to the best of my knowledge.

Complainant Signature

Date

Submit your completed form to ra-nppss@pa.gov.