



WEST ALLEGHENY SCHOOL DISTRICT

A Tradition of Excellence . . . A Vision for Tomorrow

Language Access Complaint Procedure

The West Allegheny School District has enacted its Parental Communication Policy in order to ensure that limited English proficiency (LEP) parents who speak languages other than English are provided appropriate translation and interpreting services. Any complaints alleging inadequate language access services will be taken seriously and handled in a manner consistent with the Parental Communication Policy, other Board policies, guidance, law and regulation.

Should a parent/guardian feel that his/her rights to meaningful language access services, including translation and interpretation services, have not been met by the District, the following procedure may be followed to register a complaint:

The person with the complaint (the complainant) should review, complete, and submit the attached form to the Language Access Compliance Officer at the following address:

Address: West Allegheny School District, P. O. Box 55, 207 West Allegheny Road,
Imperial, PA 15126, 724/695-3422

Email: tadams@westasd.org

Phone: 724-695-3422

The West Allegheny School District's Assistant to the Superintendent for Special Education and Student Services will be the Language Access Compliance Officer responsible for overseeing language access complaints. This staff member has received training on the District's Communication Policy and the procedure for the investigation of a language access complaint.

Upon submission of a language access complaint, the Language Access Compliance Officer will conduct an investigation of the complainant's allegation and will complete a written investigation report within thirty (30) days of receiving the report. This report will be provided to complainant in their preferred mode and language of communication. The District will take prompt, corrective action where the complaint is found to be factual. This corrective action will be implemented with thirty (30) days upon a finding of inadequate language access services.

Should a complainant require assistance in completing this form, they should inform the West Allegheny School District's Language Access Compliance Officer.

Language Access Complaint Form

I. Information About the Person Making This Report:

Name: _____

Preferred Language: _____

Address: _____

Phone Number: _____

Email: _____

If you are filing on behalf of another person, please include your name, address, phone number, and relation to the complainant:

Name: _____

Preferred Language: _____

Address: _____

Phone Number: _____

Email: _____

Relationship to Complainant: _____

II. Information about where and when your rights to language access were not met:

Has the District provided you with information about language assistance services? Yes No

Did you request language assistance? Yes No

What (if any) language assistance services did the District provide?
