



## ***Non-Public Schools Complaint Procedure***

### ***Step 1:***

If you have a concern regarding the educational services provided to your eligible students, you should first contact Dr. Raluca Snyder, Supervisor of Instructional Programs/ Title I Administrator for Nonpublic School Services at Lancaster-Lebanon IU 13 at (717) 606-1685 or by email at [raluca\\_snyder@iu13.org](mailto:raluca_snyder@iu13.org). (*The complaint form may also be sent to Dr. Snyder as a next step*):

Dr. Raluca Snyder  
Supervisor of Instructional Programs, Nonpublic School Services  
Lancaster-Lebanon IU 13  
1020 New Holland Ave.  
Lancaster, PA 17601

### ***Step 2:***

If no satisfactory resolution is agreed upon after communication with Dr. Snyder, you may send a copy of *the complaint form* to:

Jessica O’Gorman  
Supervisor of K-12 English Language Arts and Federal Programs  
Manheim Township School District  
Box 5134, School Rd.  
Lancaster, PA 17606

### ***Step 3:***

Please note that if this complaint remains unresolved, you have a right to appeal to the Pennsylvania Department of Education. You should address your appeal to the following address and include a copy of the complaint form and all resolution attempts to date:

Lynn Calvello  
Federal Programs Regional Coordinator – Nonpublic Ombudsman  
Pennsylvania Department of Education  
333 Market Street  
Harrisburg, PA 17126-0333