

How to Submit a Complaint

Any person, organization, or public agency may mail or fax a written complaint to:

Julie Hall-Panameño, Director
Educational Equity Compliance Office
Los Angeles Unified School District
333 South Beaudry Avenue - 20th Floor
Los Angeles, CA 90017
Fax: (213) 241-3312

Any person with a disability or who is unable to prepare a written complaint can receive assistance from the site administrator/ designee or by calling the Educational Equity Compliance Office at (213) 241-7682.

The District assures confidentiality to the maximum extent possible. The District prohibits retaliation against anyone who files a complaint or participates in the complaint investigation process.

Pursuant to Education Code §262.3, Complainants are advised civil law remedies may also be available under state or federal discrimination, harassment, intimidation, and/or bullying laws.

A copy of the District's UCP policy and complaint procedures shall be available free of charge.

For questions regarding the UCP, contact Binh Nguyen, UCP Coordinator at (213) 241-7682.

Complaint Investigation and Response

Each complaint is investigated by the appropriate District office, unit, division,

branch, or Educational Service Center (ESC) office. The investigation and District response:

1. Provides an opportunity for complainant and District personnel to present information relevant to the complaint.
2. Obtains relevant information from other persons or witnesses who can provide evidence or information.
3. Reviews related documents.
4. Prepares a written "Report of Findings" in English, or in the primary language of the complainant, which contains the investigative findings and District's decision, including corrective action(s), if any, and suggested remedies, if applicable.
5. Concludes the investigation within 60 days from the date of receipt of the written complaint, unless the complainant agrees in writing to extend the investigative timeline.
6. Notifies the person or organization of appeal procedures.

How to Appeal

Persons or organizations disagreeing with the investigative findings and District's decision, or local site decisions involving Title VI or Title IX, have 15 days after receipt of the "Report of Findings" to file an appeal.

The appeal must be in writing and include a copy of the original complaint, as well as a copy of the District's decision. The appeal should be sent to:

California Department of Education
1430 N Street
Sacramento, CA 95814

**The 60 day timeline
for investigation and District
response shall begin when
the written complaint is received.**

Uniform Complaint Procedures (UCP)



**Educational Equity
Compliance Office**

(213) 241-7682

Why This Brochure?

The Los Angeles Unified School District has the primary responsibility to ensure compliance with applicable state and federal laws and regulations, and shall investigate complaints alleging failure to comply with those laws and regulations including those alleging discrimination, harassment, intimidation, and/or bullying, unauthorized charging of pupil fees for educational activities, and failure to comply with legal requirements pertaining to the Local Control Accountability Plan (LCAP). The District shall seek to resolve those complaints in accordance with the procedures set out in California Code of Regulations §§4600-4687 and the policies and procedures of the District.

Protected Classes Covered Under UCP:

Allegations of discrimination, harassment, intimidation, and/or bullying of students based on protected classes/characteristics, set forth in Penal Code §422.55 and Education Code §220, include actual or perceived sex, sexual orientation, gender, gender identity, gender expression, race or ethnicity, ethnic group identification, ancestry, nationality, national origin, religion, color, mental or physical disability, age, or on the basis of a person's association with a person or group with one or more of these actual or perceived categories, in any program or activity it conducts or to which it provides significant assistance.

Complaints of discrimination, harassment, intimidation, and/or bullying must be filed within six months from the date the alleged incident occurred or the date when knowledge of the facts of the alleged incident was first obtained.

Programs Under UCP:

1. Discrimination, harassment, intimidation, and/or bullying
 - a. Employee to student
 - b. Student to student
 - c. Third party to student
2. Programs that use categorical funds
 - a. Adult Education
 - b. Consolidated Categorical Aid
 - c. Migrant Education
 - d. Career Technical/Technical Education/Technical Training
 - e. Child Care and Development
 - f. Child Nutrition
 - g. Special Education
3. Unauthorized charging of pupil fees* for educational activities
 - a. District pupils shall not be required to pay pupil fees for participation in educational activities.
 - b. Supplies, materials, and equipment needed to participate in educational activities shall be provided to pupils free of charge.

** "Pupil fee" means a fee, deposit, or other charge imposed on pupils, or a pupil's parents or guardians, in violation of Education Code §49011 and §5 of Article IX of the California Constitution.*

A pupil shall not be required to pay a pupil fee for participation in an educational activity, unless the charge for such a fee is specifically authorized by law and does not violate Education Code §49011. A pupil fee complaint shall be filed no later than one year from the date the alleged violation occurred. The District will attempt in good faith to

engage in reasonable efforts to identify and fully reimburse all pupils, parents/guardians, who paid a pupil fee within one year prior to the filing of the complaint.

4. Failure to comply with legal requirements as to development, adoption and annual update of the LCAP, which includes identification of annual goals, actions to implement goals, and measuring student subgroup progress across indicators based on the States' eight priorities and aligned with the District's spending plan.

The State's priorities are: providing students access to credentialed teachers, instructional materials aligned with standards and safe facilities; implementation of California's academic standards; parent involvement and participation; improving student achievement and outcomes along multiple measures; supporting student engagement; highlighting school climate and connectedness; ensuring all students have access to classes that prepare them for college and careers; and measuring other important student outcomes related to required areas of study.