

A CALIFORNIA
PUBLIC CHARTER SCHOOL

FIDEL RAMIREZ
Chief Executive Officer

September 2024

Dear Parent(s)/Guardian(s):

This is to notify you that the District has a complaint management system in place for receiving and resolving inquiries, concerns, and complaints related to Special Education. The complaint management system supports the District in maintaining substantial compliance with applicable federal Special Education legal requirements.

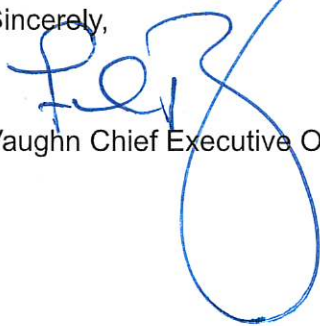
The School and Family Support Services (SFSS) Call Center supports the LAUSD community and partners by receiving and resolving inquiries, concerns and complaints as they relate to Special Education. The Call Center staff initiates and conducts investigations, facilitates resolutions in a timely manner, and collects and maintains data on the issues and resolutions of concerns and complaints.

SFSS services can be accessed as follows:

Written Communication	School and Family Support Services
	333 S Beaudry Ave., 18 th Floor Los Angeles, CA 90017
Email	spedsfss@lausd.net
Telephone	Call Center
	Inquiries, Concerns, and Complaints
	1-213-241-6701 Monday-Friday 8:00 am - 5:00 pm
Fax	1-877-339-2684
TTY	1-213-241-2511

SFSS understands the importance of promptly responding to parent complaints and is committed to providing parents an opportunity to resolve complaints without the need to resort to external sources and/or due process mechanisms. For additional information, please contact the school for a copy of the SFSS brochure or visit the Division of Special Education webpage at <http://achieve.lausd.net/sped>.

Sincerely,


Vaughn Chief Executive Officer

