

## **NOTIFICATIONS**

Students and parents or guardians will receive their annual UCP notice through distribution of our district's annual notification of District Information Directory, and through a UCP flier that will be translated into appropriate second language groups.

Certificated and classified employees will receive their annual notification through their respective handbooks that are reviewed at the first staff meeting of the year. Copies of the local educational agency complaint procedures shall be available free of charge.

## **PROCEDURES**

The following procedures shall be used to address all complaints which allege that the district has violated federal or state laws or regulations governing educational programs.

Compliance officers shall maintain a record of each complaint as required for compliance with the California Code of Regulations, Title 5, Section 4632.

### **STEP 1: FILING OF COMPLAINT**

Any individual, public agency, or organization may file a written complaint of alleged noncompliance by the district. (See complaint form on the following Page) The complaint shall be presented to the compliance officer who shall maintain a log of complaints received, providing each with a code number and a date stamp.

### **STEP 2: MEDIATION**

The Board recognizes that a neutral mediator can often suggest an early compromise that is agreeable to all parties in a dispute. The superintendent shall ensure that the mediation results are consistent with state and federal law regulations. The use of mediation shall not extend the district's time lines for investigating and resolving the complaint unless the complainant agrees in writing to such an extension of time (5 CCR 4631)

### **STEP 3: INVESTIGATION OF COMPLAINT**

The compliance officer shall hold an investigative meeting within 10 business days of receiving the complaint or an unsuccessful attempt to mediate the complaint. This meeting shall provide an opportunity for the complainant and/or his/her representatives to repeat the complaint orally. The complainant and/or his/her representative and the district's representatives shall also have an opportunity to present information relevant to the complaint. Parties to the dispute may discuss the complaint and question each other or each other's witnesses. (5 CCR 4631)

### **STEP 4: DISTRICT RESPONSE**

Within 60 calendar days of receiving the complaint, the compliance officer shall prepare and send the complainant a written report of the District's investigation and decision as described in Step 5 below. If the complainant is dissatisfied with the compliance officer's decision, he/ she may, within five days, file his/her complaint in writing with the Board. If the Board hears the complaint, the compliance officer shall send the Board's decision to the complainant within 60 calendar days of the district's initially receiving the complaint or within the time period that has been specified in a written agreement with the complainant. (5CCR 4631)

### **STEP 5: FINAL WRITTEN DECISION**