



# LOS ANGELES UNIFIED SCHOOL DISTRICT POLICY BULLETIN

**TITLE:** Uniform Complaint Procedures (UCP)  
**NUMBER:** BUL-5159.9  
**ISSUER:** David Holmquist, General Counsel  
 Office of the General Counsel  
**DATE:** January 31, 2019

**ROUTING**  
 All Employees

**POLICY:** The 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 but not limited to, allegations of unlawful discrimination, harassment, intimidation, or bullying against any protected group or noncompliance with laws relating to all programs and activities implemented by the District that are subject to UCP as cited within this policy. The District shall seek to resolve those complaints of noncompliance in accordance with procedures in §§4600-4687 of Title 5 of the California Code of Regulations and the District’s policies and procedures under the UCP, including allegations of retaliation for participation in the UCP process and/or to appeal District decisions regarding such complaints.

UCP notice brochures are available at all schools and the District’s website in primary languages of the school community. Written notice regarding UCP must be disseminated annually to staff, students, parents/guardians, appropriate private school officials or representatives, District/school advisory committees and other interested school parties. Distribution may be in any form that will reach the school community. A copy of UCP policy and procedures shall be available free of charge. Complainants are encouraged, where possible, to try to resolve complaints directly at the school, work site or with their Local District.

**MAJOR CHANGES:** This Bulletin replaces BUL-5159.8, Uniform Complaint Procedures (UCP), issued July 30, 2018, by Office of the General Counsel. It includes updated information to ensure compliance with legal requirements and per State Federal Program Monitoring.

**GUIDELINES:** I. BACKGROUND  
 On February 10, 2015, the District Board of Education ratified a delegation of its authority for approval of the District’s UCP policy and procedures to the District’s Superintendent of Schools to remain in force until the delegation is rescinded.

A UCP complaint is a written and signed statement by an individual, public agency, or organization alleging noncompliance with state and federal laws governing certain educational programs, including unlawful discrimination, harassment, intimidation or bullying against any protected group, and must be filed per Uniform Complaint Procedures as written in Title 5 of the California Code of Regulations §§4600-4687.

Protected groups from unlawful discrimination, harassment, intimidation or



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bullying are identified in Education Code §§200, 220 and Government Code §11135, including any actual or perceived characteristics set forth in Penal Code §422.55, to include actual or perceived sex, sexual orientation, gender, gender identity, gender expression, race or ethnicity, ethnic group identification, ancestry, nationality, national origin, immigration status, 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 characteristics, in any program or activity the District conducts, which is funded directly by, to which it provides significant assistance, or that receives or benefits from any state financial assistance.

Additionally, schools with at least one lactating pupil on campus are required to provide reasonable accommodations to a lactating pupil on campus to express breast milk, breast-feed an infant, or address other needs related to breast-feeding. The law prohibits the lactating pupil from incurring an academic penalty as a result of her use during the school day of reasonable accommodations and affords that she shall be provided opportunity to make up any work missed due to such use. Further, pregnant and parenting pupils are entitled to accommodations that provide them with the opportunity to succeed academically while protecting their health and the health of their children, such as eight weeks or more of parental leave to care for or bond with the infant, excused absences for the care of a sick child, opportunities to return to the course of study enrolled in before the leave, making up missed work, enrolling for a fifth year, accessing alternative education options, and not incurring an academic penalty. A complaint of noncompliance with the requirements of Education Code §222 may be filed under UCP. If merit is found in such a complaint, a remedy shall be provided to the affected pupil.

A pupil enrolled in a school in the District 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. Pupil fees are fees charged to a pupil as a condition for registering for school or classes, or as a condition for participation in a class or extracurricular activity, regardless of whether the class or activity is elective or compulsory or is for credit; a security deposit, or other payment, that a pupil is required to make to obtain a lock, locker, book, class apparatus, musical instrument, clothes, or other materials or equipment; a purchase that a pupil is required to make to obtain materials, supplies, equipment, or clothes associated with an educational activity. A complaint of noncompliance should be filed with the school principal, the District superintendent or designee. A complainant not satisfied with the school's decision may appeal the decision to the UCP Coordinator and shall receive a written appeal decision within 60 days of receipt of the complainant's request. A pupil fee complaint may be filed anonymously if the complaint provides evidence or information leading to evidence to support an allegation of noncompliance with laws relating to pupil fees. The complaint shall be filed no later than one year from the date the alleged violation occurred. If merit is found in a pupil fee complaint the school shall provide a remedy to all affected pupils, parents and



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guardians that where applicable includes reasonable efforts by the school to ensure full reimbursement to all affected pupils, parents and guardians, subject to procedures established through regulations adopted by the State board. The District will attempt in good faith by engaging 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.

Existing law requires the adopted course of study for grades 1 to 6 inclusive, to include instruction in specified areas of study, including physical education for a total period of time of not less than 200 minutes each 10 school days, exclusive of recesses and the lunch period. Instruction in physical education in an elementary school maintaining any of grades 1 to 8, inclusive, shall be for a total period of time of not less than 200 minutes each 10 school days, exclusive of recesses and the lunch period. A complaint that the District has not complied with instructional minute requirements of the physical education adopted course of study for pupils in those grades may be filed under UCP. If merit is found in such a complaint, a remedy shall be provided to all affected pupils, parents and/or guardians.

Education Codes §§48645.7, 48853, 48853.5, 49069.5, 51225.1 and 51225.2, which address and provide for standardized notice of educational rights and complaint processes for pupils in foster care, pupils who are homeless, former juvenile court pupils now enrolled in a school district, pupils in military families, migratory pupils and pupils participating in newcomer programs to immediate enrollment, remaining in the school of origin, being enrolled in their local comprehensive school, obtaining partial credits, graduating with the State's minimum requirements, and access to academic resources, services, and extracurricular activities, have been amended to allow that a complaint of noncompliance with the requirements of the sections may be filed under the District's UCP. If merit is found in such a complaint, a remedy shall be provided to the affected pupil.

The District is prohibited from assigning pupils enrolled in grades 9 to 12 to courses without educational content. A complaint of noncompliance with the requirements of Education Code §51228.1 or §51228.2 may be filed under the UCP. If merit is found in such a complaint, a remedy shall be provided to the affected pupil.

A complaint that a district has not complied with requirements of the LCAP may also be filed using UCP. (Education Code §52075). An LCAP complaint may be filed anonymously if it provides evidence/information leading to evidence to support an allegation of noncompliance. If merit is found in an LCAP complaint, a remedy shall be provided to all affected pupils, parents and/or guardians. LCAP requirements are found in Education Code §§52060-52076.



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### II. UNIFORM COMPLAINT PROCEDURES PROCESS JURISDICTION

#### A. Complaints Under Jurisdiction of the UCP Process:

1. Discrimination, Harassment, Intimidation or Bullying of Protected Groups (related to employee-to-student, student-to-student, third party to student, employee-to-third party)
2. Other Programs and Activities Subject to UCP
  - Adult Education
  - After School Education and Safety
  - Agricultural Career Technical Education
  - American Indian Education Centers and Early Childhood Education Program Assessments
  - Bilingual Education
  - California Peer Assistance and Review Programs for Teachers
  - Career Technical and Technical Education and Career Technical; Technical Training (State)
  - Career Technical Education (Federal)
  - Child Care and Development
  - Child Nutrition
  - Compensatory Education
  - Consolidated Categorical Aid
  - Course Periods without Educational Content
  - Economic Impact Aid
  - Education of Pupils in Foster Care, Pupils who are Homeless, former Juvenile Court Pupils now enrolled in a school district, Children of Military Families, migratory pupils, and a pupil participating in a newcomer program
  - Every Student Succeeds Act/No Child Left Behind (Titles I-VII)
  - Local Control and Accountability Plans (LCAP)
  - Migrant Education
  - Physical Education Instructional Minutes
  - Pupil Fees
  - Reasonable Accommodations to a Lactating Pupil, and Pregnant and Parenting Pupils
  - Regional Occupational Centers and Programs
  - School Safety Plans
  - Special Education
  - State Preschool
  - Tobacco-Use Prevention Education

#### B. Complaints Not Under Jurisdiction of the UCP Process:

1. Allegations of employment/work, employee-to-employee and/or student-to-employee discrimination, harassment, intimidation, and/or bullying of



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protected groups may be referred to the District's Equal Opportunity Section at (213) 241-7685.

2. Allegations of suspected child abuse shall be referred to Child Protective Services (Los Angeles County Department of Children and Family Services or an appropriate city or county law enforcement agency, as applicable).
3. Allegations of fraud may be referred to the District's Office of the Inspector General at (213) 241-7700.
4. Personnel action complaints may be referred to the responsible administrator in the District.
5. Health and safety complaints regarding a Child Development Program may be referred to Department of Social Services, for licenses facilities, and to the appropriate Child Development regional administrator for licensing-exempt facilities.
6. Bullying complaints not based on protected classes may be referred to the school's Title IX/Bullying Complaint Manager, Principal/Designee, Local District Administrator of Operations or the complaint process regarding implementation of the School Discipline Policy and School Climate Bill of Rights found at <https://dfpcomplaint.lausd.net/ComplaintForm.aspx>.
7. Complaints involving classroom assignments, common core, grades, graduation requirements, hiring and evaluation of staff, homework policies and practices, provision of core curricula subjects, public meeting laws (Bagley-Keen Open Meeting Act, Brown Act, Greene Act), student promotion and retention, student discipline, student records, and other general education requirements may be referred to the appropriate Principal/Designee, Administrator of Operations or responsible administrator in the division/branch/department/unit/Local District.

### III. RELATED DEFINITIONS

Title 5, California Code of Regulations provides the following definitions:

- A. Appeal: A request made in writing to a level higher than the original reviewing level by an aggrieved party requesting reconsideration or a reinvestigation of the lower adjudicating body's decision.
- B. Complainant: An individual, including a person's duly authorized representative or an interested third party, public agency, or organization who files a written complaint alleging a violation of federal or state laws or regulations, including allegations of discrimination in programs and activities funded directly by the state or receiving any financial assistance from the state.



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- C. Complaint: A written and signed statement alleging a violation of federal or state laws or regulations, which may include an allegation of discrimination, harassment, intimidation and/or bullying. If the complainant is unable to put the complaint in writing, due to conditions such as a disability or illiteracy, the public agency shall assist the complainant in the filing of the complaint.
- D. Complaint Investigation: Administrative process used by the District, the California Department of Education (CDE) or local educational agency for the purpose of gathering data regarding the complaint.
- E. Complaint Procedure: An internal process used by the CDE or local educational agency to process and resolve complaints.
- F. Days: Calendar days, unless designated otherwise.
- G. Mediation: A problem-solving activity whereby a third party assists the parties to the dispute in resolving the complaint.

#### IV. NOTIFICATION – DISSEMINATION

##### A. Employees

This UCP bulletin is to be provided annually to all District employees at the beginning of each school year.

##### B. Students

The District's formal complaint procedures are provided in the UCP notice brochure and information is contained in the Parent Student Handbook, which all schools are required to distribute annually to every student upon initial enrollment in any District school and at the beginning of each subsequent school year.

##### C. Parents/Guardians

The District's UCP notice brochure is used to provide parents and guardians notification of the District's formal complaint procedures and information is available in the Parent Student Handbook.

##### D. District/School Advisory Committees, Appropriate Private School Officials or Representatives - Other Interested Parties

The UCP notice brochure is used to provide the required annual distribution of information regarding the District's formal complaint procedures to District/School Advisory Committees, appropriate private school officials or representatives, as well as other interested parties.

#### V. CONFIDENTIALITY AND NON-RETALIATION

Complaints shall be handled in a confidential manner to respect the privacy of all parties to the fullest extent possible. Every effort shall be made to limit





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distribution of information to those persons with a need to know within the confines of the District's reporting procedures and investigative process.

The District prohibits retaliation in any form for filing of a complaint or appeal, reporting instances of noncompliance, discrimination, harassment, intimidation or bullying, or for participation in the complaint-filing or investigation process. Complainants are protected from retaliation. These confidentiality and non-retaliation requirements extend to all parties involved.

### VI. FORMAL COMPLAINT PROCEDURES

#### A. Complaint Filing

1. Any individual, public agency or organization may file a written complaint, alleging a matter which, if true, would constitute a violation by the District of federal or state laws or regulations governing the programs and activities as well as allegations of unlawful discrimination, harassment, intimidation or bullying identified in the Uniform Complaint Procedures Jurisdiction section of this policy.
2. Any complainant has the right to file a written complaint of unlawful discrimination, harassment, intimidation or bullying within six months from the date the alleged incident occurred or the complainant first obtained knowledge/facts of the alleged incident.
3. A complaint may be filed anonymously if it provides evidence or information leading to evidence to support an allegation of noncompliance, including in pupil fee and LCAP complaints.
4. Complainants making a verbal complaint shall be referred to an administrator/designee who will assist any person with a disability or who is otherwise unable to prepare a written complaint.
5. The complainant will submit a written complaint to:

Julie Hall-Panameño, Director  
Los Angeles Unified School District  
Educational Equity Compliance Office (EECO)  
333 South Beaudry Avenue - 20<sup>th</sup> Floor  
Los Angeles, California 90017  
Facsimile: (213) 241-3312  
[EquityCompliance@lausd.net](mailto:EquityCompliance@lausd.net)

This individual/office shall be considered the representative of the District for purposes of receiving and coordinating investigation responses to complaints and correspondence related to this policy and for ensuring the District's compliance.

The District ensures the office administrator/designee assigned to investigate complaints is knowledgeable of the laws/programs assigned to



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be investigated and is responsible for compliance. In addition, those responsible for providing a written report are trained in UCP investigative process and have knowledge of federal and state laws/regulations pertaining to UCP.

6. The District shall include an opportunity for the complainant, the complainant's representative, or both, to present the complaint(s) and evidence or information leading to evidence to support the allegations of noncompliance with state and federal laws and/or regulations. Refusal by the complainant to provide the investigator with documents or other evidence related to the complaint allegations, or to otherwise fail or refuse to cooperate in the investigation or engage in any obstruction of the investigation, may result in dismissal of the complaint because of a lack of evidence to support the allegations.

Refusal by the District to provide the investigator with access to records and/or other information related to the complaint allegation or to otherwise fail or refuse to cooperate in the investigation or engage in any obstruction of the investigation may result in a finding based on evidence collected that a violation has occurred and may result in imposition of a remedy in favor of the complainant.

### B. Complaint Receipt

The District administrator/designee shall:

1. Acknowledge receipt of the complaint and review it to determine whether it meets criteria for filing under the procedures or falls within exceptions listed in the Uniform Complaint Procedures Jurisdiction section of this policy.
2. Inform the complainant of the District policy and appeal procedures in those instances when a complaint may be filed directly with the State Superintendent of Public Instruction or another appropriate state or federal agency.
3. Determine whether the complainant and District representative will participate in mediation to resolve the complaint prior to formal investigation. If the complainant agrees to mediation, the complainant must be informed that mediation may be terminated at any time and then the complaint may proceed directly to an investigation. Mediation may not extend the timeline for investigation and resolution of the complaint unless the complainant agrees in writing to the extension. Upon reaching resolution or a remedy that satisfies the complainant, the District will present the complainant with an opportunity to withdraw or proceed with the formal complaint investigation.





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4. Determine whether a discrimination, harassment, intimidation or bullying complaint of a protected group has been filed within six months from the date the alleged incident occurred or the date the complainant first obtained knowledge of the facts of the alleged incident. Confidentiality of such complaints will be observed to the maximum extent possible.
5. Deny the discrimination, harassment, intimidation or bullying complaint if it has not been filed timely and notify the complainant of the right to appeal to the State Superintendent of Public Instruction for an extension of time in which to file the complaint.
6. Refer the complaint for investigation to the appropriate District office.
7. Ensure that within 60 days of receipt of the written complaint the complaint has been resolved and/or investigated and a written report of findings is issued to the complainant. The written report of investigative findings must contain the allegations, method of investigation, policy, findings, conclusions and corrective actions, if applicable.
8. Obtain an extension of time by written agreement of the complainant if appropriate to conduct the investigation.

### C. Complaint Timeline

1. Each complaint shall be resolved and a written report of investigative findings issued within 60 calendar days of receipt of the written complaint unless the complainant agrees in writing to an extension of time.
2. If the complainant agrees to mediation, it may not result in an extension of the investigation timeline and complaint resolution unless the complainant agrees in writing to the extension.

### D. Complaint Investigation

Complaints shall be investigated by an appropriate District office in accordance with District UCP policies and procedures. The office shall:

1. Adhere to a 45 day timeline to request additional information from the complainant as necessary, conduct the investigation, and prepare the final written report of findings.
2. Provide an opportunity for the complainant and/or complainant's representative and District's representative to present information relevant to the complaint during the mediation or investigative process. Refusal by the complainant to provide the investigator with evidence related to the complaint allegations, or to otherwise fail or refuse to cooperate in the investigation or engage in obstruction of the investigation may result in dismissal of the complaint because of lack of evidence to support the allegations.



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3. Obtain statements from individuals/witnesses who can provide relevant information concerning the alleged violation.
4. Review documents that may provide information relevant to the allegation. When necessary, request clarification on specific complaint issues from District offices.
5. Have access to applicable District records and information related to the complaint allegations. District staff who refuse or fail to cooperate in the investigation or engage in any obstruction of the investigation, may cause a finding, based on evidence collected, that a violation has occurred and may result in imposition of a remedy in favor of the complainant.
6. Prepare a written report (in English and in the language of the complainant) of the investigative findings which contains the following elements:
  - a. Findings of fact based on evidence gathered
  - b. Conclusion of law
  - c. Disposition of complaint
  - d. Rationale for the disposition
  - e. Corrective actions, if any warranted
  - f. Notice of complainant's right to appeal the District's decision to the CDE
  - g. Procedures to be followed for initiating an appeal to the CDE
7. Within 45 days of receipt of the complaint, forward the draft report of investigative findings to EECO for review and final disposition.

### E. Complaint Response

1. The EECO UCP Coordinator will coordinate completion and provision of the closing letter and written report of investigative findings to the complainant and to the appropriate administrator/designee.
2. The closing letter includes an assurance the District will not tolerate retaliation against the complainant for opposing District actions, reporting, or threatening to report such actions or for the complainant's participation in an investigation of District actions.
3. The closing letter also includes notice of the complainant's right to appeal the District's decision.

## VII. APPEALS

### A. Appeals of Local District or District Decisions Regarding Allegations of Discrimination, Harassment, Intimidation or Bullying of Protected Groups

1. Appeals of Local District decisions/findings involving allegations of discrimination, harassment, intimidation or bullying of protected groups may be filed in writing within 15 days to the EECO:



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Julie Hall-Panameño, Director  
Educational Equity Compliance Office  
Los Angeles Unified School District  
333 South Beaudry Avenue - 20<sup>th</sup> Floor  
Los Angeles, California 90017  
Facsimile: (213) 241-3312  
[EquityCompliance@lausd.net](mailto:EquityCompliance@lausd.net)

- a. The complainant shall specify reasons for appealing and include a copy of the Local District decision. The Local District will provide the EECO with access to records/information related to the complaint allegation and information obtained as part of the Local District's investigation. A final written letter of findings will be provided to the complainant with the disposition of the appeal and rationale for the disposition.
2. Otherwise, appeals of District decisions/findings regarding specific programs and activities subject to UCP, pupil fees and the LCAP may be appealed to the CDE by filing a written appeal within 15 calendar days of receipt of the District's decision. The written appeal should fully explain the basis for appealing the decision, state how the facts of the District's decision are incorrect and/or the law is misapplied and include a copy of the original locally filed complaint and the District's decision. For additional information, visit the CDE's UCP web page at <http://www.cde.ca.gov/re/cp/uc>. The appeal may be sent to:

California Department of Education  
1430 N Street  
Sacramento, CA 95814

### VIII. CIVIL REMEDIES

Pursuant to Education Code §262.3, complainants who have filed a UCP complaint are advised that civil law remedies, including, but not limited to, injunctions, restraining orders or other remedies or orders may be available under California or federal discrimination, harassment, intimidation or bullying laws if applicable.

**AUTHORITY:** This is the policy of the District Superintendent of Schools. The following legal standard is applied in this policy:

California Code of Regulations, Title 5, §§4600 - 4687

**ASSISTANCE:** For further information or assistance:

Educational Equity Compliance Office; 213-241-7682; <http://achieve.lausd.net/eeco>  
Julie Hall-Panameño, Director/District Title IX Coordinator/Section 504 Coordinator



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Complaints regarding instructional materials, emergency or urgent facilities conditions that pose a threat to the health and safety of pupils, and teacher vacancy or misassignment are addressed in District bulletin, BUL-4759.3, “Williams Complaint Procedures.”

### **ATTACHMENTS:**

- Attachment A: UCP Complaint Form – English
- Attachment B: UCP Complaint Form – Spanish
- Attachment C: UCP Notice Brochure – English
- Attachment D: UCP Notice Brochure – Spanish

Translations of the above documents are also available in Armenian, Chinese, Farsi, Korean, Polish, Russian, and Tagalog. To obtain these translations, please contact EECO at (213) 241-7682 or access them at <http://achieve.lausd.net/eeco>.

## Los Angeles Unified School District Uniform Complaint Procedures Form

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Student Name (if applicable) \_\_\_\_\_ Grade \_\_\_\_\_ Date of Birth \_\_\_\_\_

Address \_\_\_\_\_ Apt./Suite # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Email Address \_\_\_\_\_ Date of Alleged Violation(s) \_\_\_\_\_

School/Office of Alleged Violation(s) \_\_\_\_\_

For noncompliance allegations, check the program or activity referred to in your complaint if applicable:

<input type="checkbox"/> Adult education	<input type="checkbox"/> After school education & safety	<input type="checkbox"/> Agricultural career technical education	<input type="checkbox"/> American Indian education centers and early program assessments	<input type="checkbox"/> Bilingual education
<input type="checkbox"/> California peer assistance & review programs for teachers	<input type="checkbox"/> Career technical & technical education and career technical; Technical Training (State)	<input type="checkbox"/> Career technical education (Federal)	<input type="checkbox"/> Child care & development	<input type="checkbox"/> Child nutrition
<input type="checkbox"/> Compensatory education	<input type="checkbox"/> Consolidated categorical aid	<input type="checkbox"/> Course periods without educational content	<input type="checkbox"/> Economic impact aid	<input type="checkbox"/> Education of pupils in foster care, homeless, former juvenile court pupils now enrolled in the District, children of military families, migratory pupils and those in newcomer programs
<input type="checkbox"/> Every Student Succeeds Act/No Child Left Behind (Titles I-VII)	<input type="checkbox"/> Local Control & Accountability Plans (LCAP)	<input type="checkbox"/> Migrant education	<input type="checkbox"/> Physical education instructional minutes	<input type="checkbox"/> Pupil fees
<input type="checkbox"/> Reasonable accommodations for a lactating, pregnant and parenting pupils	<input type="checkbox"/> Regional occupational centers and programs	<input type="checkbox"/> School safety plans	<input type="checkbox"/> Special education	<input type="checkbox"/> State preschool
<input type="checkbox"/> Tobacco-Use Prevention Education				

For complaints of unlawful discrimination, harassment, intimidation or bullying (employee-to-student, student-to-student, third party to student, employee-to-third party) filed no later than six months from the date it occurred or when knowledge was obtained that it occurred, check which actual or perceived protected groups upon which the alleged conduct was based:

- Sex
- Gender Identity
- Ethnic Group Identification
- Nationality
- Color
- Association with a person or group with one or more of the actual or perceived groups listed here
- Sexual Orientation
- Gender Expression
- Race or Ethnicity
- National Origin
- Mental or Physical Disability
- Gender
- Ancestry
- Religion
- Immigration Status
- Lactating Student
- Age

***For bullying complaints not based on protected groups and other complaints not listed on this form, contact your school Title IX/Bullying Complaint Manager, Site Administrator or Local District Administrator of Operations. For complaints of employee-to-employee discrimination or harassment, contact the District’s Equal Opportunity Section at (213) 241-7685.***

Local Districts:

Northeast (818) 252-5400  
 East (323) 224-3100

Northwest (818) 654-3600  
 West (31) 914-2100

South (310) 354-3400  
 Central (213) 241-0126

If you have contacted your school and Local District and still require assistance, referrals or resources, contact the Educational Equity Compliance Office at (213) 241-7682.

- 1. Please give facts about your complaint. Provide details such as the names of those involved, dates, whether witnesses were present, etc., that may be helpful to the complaint investigator.

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- 2. Have you attempted to discuss your complaint with any District personnel? If so, with whom and what was the result?

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\_\_\_\_\_

\_\_\_\_\_

- 3. Provide copies of any written documents that may be relevant or supportive of your complaint.

I have attached supporting documents. Yes\_\_\_ No\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Mail, fax or email your UCP complaint/documents to:

**Julie Hall-Panameño, Director**  
**District Title IX Coordinator/Section 504 Coordinator**  
**Educational Equity Compliance Office**  
**Los Angeles Unified School District**  
**333 South Beaudry Avenue, 20<sup>th</sup> Floor**  
**Los Angeles, CA 90017**  
**Fax: (213) 241-3312**  
[EquityCompliance@lausd.net](mailto:EquityCompliance@lausd.net)

For more information, please contact Dr. Joseph Green, UCP Coordinator, at (213) 241-7682.



# Distrito Escolar Unificado de Los Ángeles

## Formulario del Procedimiento Uniforme para Presentar Quejas

Apellido \_\_\_\_\_ Nombre \_\_\_\_\_

Nombre del estudiante (si corresponde) \_\_\_\_\_ Grado \_\_\_\_\_ Fecha de nacimiento \_\_\_\_\_

Dirección \_\_\_\_\_ Depto. \_\_\_\_\_

Ciudad \_\_\_\_\_ Estado \_\_\_\_\_ Código postal \_\_\_\_\_

Teléfono del hogar \_\_\_\_\_ Teléfono celular \_\_\_\_\_ Teléfono del trabajo \_\_\_\_\_

Dirección de correo electrónico \_\_\_\_\_

Fecha de la supuesta acusación \_\_\_\_\_ Escuela/Oficina de la supuesta acusación \_\_\_\_\_

Para acusaciones de incumplimiento, por favor marque el programa o la actividad a la que se refiere su queja, si corresponde:

<input type="checkbox"/> Educación para adultos	<input type="checkbox"/> Educación/seguridad después de la escuela	<input type="checkbox"/> Educación técnica de carreras agrícolas	<input type="checkbox"/> Centros de educación para Indoamericanos & evaluaciones del programa de educación preescolar	<input type="checkbox"/> Educación bilingüe
<input type="checkbox"/> Asistencia de colegas y revisión de programas para maestros de California	<input type="checkbox"/> Educación técnica y técnica profesional y técnica profesional; entrenamiento técnico (Estado)	<input type="checkbox"/> Educación técnica profesional (Federal)	<input type="checkbox"/> Cuidado y desarrollo infantil	<input type="checkbox"/> Nutrición infantil
<input type="checkbox"/> Educación compensatoria	<input type="checkbox"/> Asistencia categórica consolidada	<input type="checkbox"/> Cursos sin contenido educativo	<input type="checkbox"/> Ayuda para compensar efectos económicos	<input type="checkbox"/> Educación de alumnos en cuidado de crianza/ sin hogar, ex-alumnos de la corte juvenil ahora inscritos en el Distrito, hijos de familias militares, alumnos migratorios, y alumnos participando en programas de recién llegados
<input type="checkbox"/> Ley de Éxito para Todos los Estudiantes/ Ley Que Ningún Niño Se quede Atrás (Títulos I-VII)	<input type="checkbox"/> Plan de Control Local Para Rendir Cuentas (LCAP)	<input type="checkbox"/> Educación para migrantes	<input type="checkbox"/> Minutos instructivos de educación física	<input type="checkbox"/> Tarifas por actividades educativas
<input type="checkbox"/> Acomodaciones razonables para alumnas lactantes o embarazadas, y alumnos criando hijos	<input type="checkbox"/> Centros y programas regionales ocupacionales	<input type="checkbox"/> Planes de seguridad escolar	<input type="checkbox"/> Educación especial	<input type="checkbox"/> Preescolar estatal
<input type="checkbox"/> Educación para la prevención del consumo de tabaco				

Para quejas sobre discriminación, acoso, intimidación o “bullying” (empleado a estudiante, estudiante a estudiante, y terceros a estudiantes), presentadas no más de seis meses después de la fecha en que ocurrió o cuando se obtuvo el conocimiento que ocurrió, por favor marque cuál de las características protegidas reales o percibidas en la cual se basó la supuesta conducta:

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Sexo  | <input type="checkbox"/> Orientación sexual           | <input type="checkbox"/> Género                 |
| <input type="checkbox"/> Identidad de género   | <input type="checkbox"/> Expresión de género          | <input type="checkbox"/> Ascendencia            |
| <input type="checkbox"/> Identificación con grupos étnicos   | <input type="checkbox"/> Raza o grupo étnico          | <input type="checkbox"/> Religión               |
| <input type="checkbox"/> Nacionalidad  | <input type="checkbox"/> Nacionalidad                 | <input type="checkbox"/> Estado de inmigración, |
| <input type="checkbox"/> Color   | <input type="checkbox"/> Discapacidad mental o física | <input type="checkbox"/> Alumna lactante        |
| <input type="checkbox"/> Asociación con una persona o grupo con uno o más de las categorías reales o percibidas enumeradas anteriormente |   | <input type="checkbox"/> Edad                   |

**Para quejas sobre intimidación o "bullying" que no se basen en las características protegidas de la lista que consta más arriba, y otras quejas no enumeradas en este formulario, por favor comuníquese con el administrador de su escuela a cargo del Título IX/intimidación, el director de la escuela o el administrador de operaciones de su Distrito Local. Para las quejas de discriminación o acoso de empleado a empleado, comuníquese con "Equal Opportunity Section" del distrito al 213-241-7685.**

Distritos Locales:

Noreste (818) 252-5400

Noroeste (818) 654-3600

Sur (310) 354-3400

Este (323) 224-3100

Oeste (31) 914-2100

Central (213) 241-0126

Si se ha comunicado con la escuela y con el Distrito Local y aún necesita asistencia, referencias o recursos, por favor, comuníquese con la Oficina de Equidad Educativa al (213) 241-7682.

- Por favor, proporcione los hechos referentes a su queja. Proporcione detalles como los nombres de las personas involucradas, fechas, si los testigos estaban presentes, etc., que puedan ser de utilidad para el investigador de la queja.

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- ¿Trató de discutir su queja con algún miembro del personal del Distrito Escolar Unificado de Los Ángeles? Si fue así, ¿Con quién, y cuál fue el resultado?

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- Proporcionar copias de todos los documentos escritos que puedan ser relevantes o que apoyen a la queja.

He adjuntado documentos de apoyo a la queja. Sí \_\_\_ No \_\_\_

Firma \_\_\_\_\_ Fecha \_\_\_\_\_

Envíe por correo, fax o por correo electrónico su queja/sus documentos a:

**Julie Hall-Panameño, Director**  
**District Title IX Coordinator/Section 504 Coordinator**  
**Educational Equity Compliance Office**  
**Los Angeles Unified School District**  
**333 South Beaudry Avenue, 20<sup>th</sup> Floor**  
**Los Angeles, CA 90017**  
**Fax: (213) 241-3312**  
[EquityComplainace@lausd.net](mailto:EquityComplainace@lausd.net)

Para obtener más información, comuníquese con Dr. Joseph Green, Coordinador de UCP, (213) 241-7682.

## **How to Submit a Complaint:**

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

**Julie Hall-Panameño, Director**  
**Educational Equity Compliance Office**  
**Los Angeles Unified School District**  
**333 South Beaudry Avenue - 20<sup>th</sup> Floor**  
**Los Angeles, CA 90017**  
**Fax: (213) 241-3312**  
[EquityCompliance@lausd.net](mailto:EquityCompliance@lausd.net)

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

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

Pursuant to E.C. §262.3, Complainants are advised civil law remedies, including but not limited to, injunctions, restraining orders or other remedies/orders that may be available under state or federal discrimination, harassment, intimidation or bullying laws if applicable.

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

For UCP related questions, contact Dr. Joseph Green, UCP Coordinator at (213) 241-7682.

## **Complaint Investigation and Response:**

Each complaint is investigated by the appropriate office knowledgeable about applicable laws, programs and compliance in accordance with UCP policies/procedures. The investigation and District response:

BUL-5159.9  
Office of the General Counsel

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
3. Reviews related documents
4. Results in 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 any corrective actions
5. Concludes the investigation in a written report sent to complainant within 60 days from the date of receipt of the written complaint unless the complainant agrees in writing to extend the investigative timeline
6. Provides appeal procedures

## **How to Appeal:**

District decisions/findings regarding programs and activities subject to UCP may be appealed by complainants to the State by filing a written appeal within 15 days of receipt of the District's decision. The appeal must explain the basis for appealing the decision, state how the facts of the District's decision are incorrect and/or the law is misapplied and include a copy of the original complaint and District's decision. The appeal should be sent to:

**California Department of Education**  
**1430 N Street**  
**Sacramento, CA 95814**  
<http://www.cde.ca.gov/re/cp/uc>

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

# **Los Angeles Unified School District**

## **Uniform Complaint Procedures (UCP)**



## **Educational Equity Compliance Office (EECO)**

**(213) 241-7682**

## Why This Brochure?

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This is annual notice to all stakeholders that the District has primary responsibility to ensure compliance with applicable state and federal laws and regulations, and shall investigate complaints alleging failure to comply with those including, but not limited to allegations of unlawful discrimination, harassment, intimidation or bullying against any protected group or noncompliance with laws relating to all programs and activities subject to UCP cited in this brochure. The District shall seek to resolve complaints in accordance with procedures in California Code of Regulations §§4600-4687 and District policies/procedures, including retaliation for participation in the UCP process and/or in appeals of District decisions regarding such complaints.

Standardized notice of educational rights and complaint processes for pupils in foster care, pupils who are homeless, former juvenile court pupils now enrolled in the district and pupils in military families is posted as specified in Education Codes (EC) §§48645.7, 48853, 48853.5, 49069.5, 51225.1 and 51225.2.

## Protected Groups Covered:

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Allegations of unlawful discrimination, harassment, intimidation or bullying of students based on protected groups, set forth in Penal Code §422.55, EC §§200, 220, and Government Code §11135 include actual or perceived sex, sexual orientation, gender, gender identity, gender expression, race or ethnicity, ethnic group identification, ancestry, nationality, national origin, immigration status, 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 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.

## UCP Jurisdiction:

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- Unlawful discrimination, harassment, intimidation or bullying of protected groups (employee-to-student, student-to-student, third party to student, employee-to-third party)

### Other Programs and Activities Subject to UCP:

- Adult education
- After school education and safety
- Agricultural career technical education
- American Indian education centers and early childhood education program assessments
- Bilingual education
- California peer assistance and review programs for teachers
- Career technical and technical education and career technical; technical training (State)
- Career technical education (Federal)
- Child care and development
- Child Nutrition
- Compensatory Education
- Consolidated categorical aid
- Course periods without educational content
- Economic impact aid
- Education of pupils in foster care, pupils who are homeless, former juvenile court pupils now enrolled in a school district, children of military families, migratory pupils and pupils participating in newcomer programs
- Every Student Succeeds Act/No Child Left Behind (Titles I-VII)
- Local Control & Accountability Plans (LCAP)
- Migrant education
- Physical education instructional minutes
- Pupil fees
- Reasonable accommodations for a lactating pupil, and pregnant and parenting pupils
- Regional Occupational Centers and Programs
- School safety plans
- Special education
- State preschool

- Tobacco-use prevention education

A pupil enrolled in a school in the District shall not be required to pay a pupil fee for participation in an educational activity. Pupil fees are fees charged to a pupil as a condition for registering for school or classes, or as a condition for participation in a class or extracurricular activity, regardless of whether the class or activity is elective or compulsory or is for credit; a security deposit, or other payment, that a pupil is required to make to obtain a lock, locker, book, class apparatus, musical instrument, clothes, or other materials or equipment; a purchase that a pupil is required to make to obtain materials, supplies, equipment, or clothes associated with an educational activity. A pupil fee complaint may be filed with the principal of a school, the Superintendent or designee.

A complaint may be filed anonymously if it provides evidence or information leading to evidence to support an allegation of noncompliance, including pupil fee and LCAP complaints. 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.

If merit is found in a complaint, a remedy shall be provided to the affected pupil in cases regarding course periods without educational content, reasonable accommodations to a lactating pupil, education of pupils in foster care, pupils who are homeless, former juvenile court pupils now enrolled in our school district and/or pupils in military families; a remedy shall be provided to all affected pupils and parents/guardians in cases involving pupil fees, physical education instructional minutes and/or LCAPs.

## Cómo presentar una queja:

Cualquier persona, organización o entidad pública puede enviar por correo, fax, o correo electrónico una queja por escrito a:

**Julie Hall-Panameño, Director**  
**Educational Equity Compliance Office**  
**Los Angeles Unified School District**  
**333 South Beaudry Avenue - 20<sup>th</sup> Floor**  
**Los Angeles, CA 90017**  
**Fax: (213) 241-3312**  
[EquityCompliance@lausd.net](mailto:EquityCompliance@lausd.net)

Cualquier persona con una discapacidad, o que no pueda preparar una queja por escrito, puede recibir ayuda del administrador del plantel/persona designada o llamar a la Oficina de Equidad Educativa y Cumplimiento al (213) 241-7682.

El Distrito garantiza la confidencialidad en la mayor medida posible. Los demandantes están protegidos contra represalias. El Distrito prohíbe las represalias contra cualquier persona que presente una queja o que participe en el proceso de investigación de una queja.

De conformidad con el Artículo 262.3 del Código de Educación, se informa que quienes presenten quejas también podrían tener disponibles los recursos para la reparación de agravios de la ley civil estatal o federal contra discriminación, acoso, intimidación y/o “bullying.”

Una copia de la política y los procedimientos de presentación de quejas del Distrito (UCP) estará disponible de forma gratuita.

Para preguntas sobre el Procedimiento Uniforme para Presentar Quejas (UCP), comuníquese con el Dr. Joseph Green, Coordinador de UCP al (213) 241-7682.

## Investigación de Queja y Respuesta:

Cada queja es investigada por la oficina apropiada que tenga conocimiento de las leyes, programas y cumplimiento aplicables de acuerdo con las políticas/procedimientos de UCP. La investigación y respuesta del Distrito:

1. Brinda una oportunidad para que el demandante y el personal del Distrito presenten información relevante a la queja;
2. Obtiene información relevante de otras personas o testigos que puedan proporcionar evidencia;
3. Revisa los documentos relacionados;
4. Resulta en un Informe de los Hallazgos, escrito en inglés o en el idioma natal del demandante, con los resultados de la investigación, la decisión del Distrito, incluyendo las acciones correctivas;
5. Concluye la investigación en un informe escrito dentro de los 60 días a partir de la fecha en que se recibió la queja escrita, excepto si el demandante expresara por escrito ampliar el plazo de investigación;
6. Proporciona procedimientos de apelación.

## Cómo apelar:

Las decisiones/hallazgos del distrito con respecto a programas y actividades sujetas a UCP pueden ser apeladas por los demandantes ante el Estado mediante la presentación de una apelación por escrito dentro de los 15 días después de recibir la decisión del Distrito. La apelación debe explicar la base para apelar la decisión, indicar cómo los hechos de la decisión del Distrito son incorrectos y/o la ley se aplica incorrectamente e incluir una copia de la queja original y la decisión del Distrito. La apelación debe enviarse a:

**Departamento de Educación de California**  
**1430 N Street**  
**Sacramento, CA 95814**  
<http://www.cde.ca.gov/re/cp/uc>

**El plazo de sesenta (60) días para la investigación y respuesta del Distrito comenzará cuando se reciba la queja por escrito.**

# Distrito Escolar Unificado de Los Angeles

## Procedimiento Uniforme para Presentar Quejas (UCP)



Oficina de Equidad Educativa y Cumplimiento

**(213) 241-7682**

## ¿Por qué este folleto?

Este es un aviso anual a todas las partes interesadas de que el Distrito tiene la responsabilidad principal de garantizar el cumplimiento de las leyes y regulaciones estatales y federales aplicables, e investigará las quejas de incumplimiento de aquellas que incluyen, entre otras, acusaciones de discriminación ilegal, acoso, intimidación o “bullying” contra cualquier grupo protegido o incumplimiento de las leyes relacionadas con todos los programas y actividades sujetos a UCP citados en este folleto. El Distrito buscará resolver las quejas de acuerdo con los procedimientos del Código de Regulaciones de California §§4600-4687 y las políticas/procedimientos del Distrito, incluyendo repesalias por la participación en el proceso de UCP y/o apelaciones de decisiones del Distrito con respecto a dichas quejas.

Notificación estandarizada de derechos educativos y procesos de quejas para alumnos en cuidado de crianza, alumnos sin hogar, ex-alumnos de corte juvenil ahora inscritos en el distrito y alumnos en familias militares publicados como se especifica en los códigos de educación (EC) §§48645.7, 48853, 48853.5, 49069.5, 51225.1 y 51225.2.

## Grupos protegidos bajo UCP:

Los alegatos de discriminación ilegal, acoso, intimidación o intimidación de estudiantes basadas en grupos protegidos, establecidas en el Código Penal §422.55, EC §§200, 220, y el Código de Gobierno §11135 incluyen razones, reales o percibidas, género/sexo, orientación sexual, identidad de género, expresión de género, raza o etnia, identificación étnica, ascendencia, nacionalidad, origen nacional, estado migratorio, religión, color, discapacidad mental o física, edad o sobre la base de la asociación de una persona o grupo con uno o más de estas categorías reales o percibidas, en cualquier programa o actividad que conduzca o a la que brinde asistencia significativa.

Las quejas de discriminación, acoso, intimidación o “bullying” se deberán presentar dentro de los seis meses desde la fecha en que ocurrió el supuesto incidente o la fecha en que se tuvo conocimiento por primera vez de los hechos del supuesto incidente.

## Jurisdicción bajo UCP:

- Discriminación ilegal, acoso, intimidación o “bullying” de grupos protegidos (empleado a estudiante, estudiante a estudiante, tercero a estudiante.)

Programas y actividades bajo la jurisdicción de UCP:

- Educación para adultos
- Educación y seguridad después de la escuela
- Educación técnica de carreras agrícolas
- Centros de educación para Indoamericanos y evaluaciones del programa de educación preescolar
- Educación bilingüe
- Asistencia de colegas y revisión de programas para maestros de California
- Educación técnica y técnica profesional y técnica profesional; entrenamiento técnico (Estado)
- Educación técnica profesional (Federal)
- Cuidado y desarrollo infantil
- Nutrición Infantil
- Educación Compensatoria
- Programas de asistencia bajo la solicitud consolidada
- Cursos sin contenido educativo
- Ayuda para compensar los efectos económicos
- Educación de alumnos en cuidado de crianza/ sin hogar, ex-alumnos de la corte juvenil ahora inscritos en el distrito, hijos de familias militares, alumnos migratorios, y alumnos participando en programas de recién llegados
- Ley de Éxito para Todos los Estudiantes/Ley Que Ningún Niño Se Quede Atrás (Titles I-VII)
- Plan de Control Local Para Rendir Cuentas (LCAP)
- Educación para migrantes
- Minutos instructivos de educación física
- Tarifas por actividades educativas
- Acomodaciones razonables para alumnas lactantes o embarazadas, y alumnos criando hijos
- Programas y Centros Regionales Ocupacionales
- Planes de Seguridad Escolar
- Educación Especial
- Preescolar Estatal
- Educación Para la Prevención del Consumo de Tabaco

Un alumno inscrito en una escuela en el Distrito no deberá pagar una tarifa de alumno por participar en una actividad educativa. Las tarifas de los estudiantes son tarifas que se le cobran a un alumno como condición para inscribirse en la escuela o clases, o como condición para participar en una clase o actividad extracurricular, independientemente de si la clase o actividad es electiva u obligatoria o es para crédito; un depósito de seguridad, u otro pago, que se requiere de un alumno para obtener un candado, casillero, libro, aparato de clase, instrumento musical, ropa o otros materiales o equipos; una compra que un alumno debe hacer para obtener materiales, suministros, equipo o ropa asociada con una actividad educativa. Se puede presentar una queja de tarifa de alumno ante el director de una escuela, el Superintendente o su designado.

Se puede presentar una queja de manera anónima si proporciona evidencia o información que conduzca a la evidencia para respaldar una alegación de incumplimiento, incluidos tarifas de los alumnos y quejas LCAP. Se deberá presentar una queja de tarifa de alumno no más de un año después de la fecha en que ocurrió la presunta infracción.

El Distrito intentará, de buena fe, realizar esfuerzos razonables para identificar y reembolsar por completo a todos los alumnos, padres/tutores que pagaron una tarifa de alumno hasta un año anterior a la fecha de la presentación de la queja.

Si se encuentra mérito en una queja, se proporcionará una solución al alumno afectado en casos relacionados con cursos sin contenido educativo, adaptaciones razonables para un alumno lactante, educación de alumnos en cuidado de crianza, alumnos sin hogar y ex-alumnos de la corte juvenil inscrito en el distrito escolar y/o alumnos/hijos de familias militares; se debe proporcionar un remedio a todos los alumnos afectados y a los padres/tutores en casos que involucren tarifas de alumnos, minutos instructivos de educación física y/o LCAPs.