

# Division of Special Education



**Beth Kauffman**  
Associate Superintendent

## Purpose

The purpose of the Complaint Response Unit is to give the District an opportunity to resolve parent complaints without the need for parents to resort to external complaints and due process mechanisms.

## Local District Special Education

**Central**  
(213) 241-4999

**East**  
(323) 224-3300

**Northeast**  
(818) 686-4400

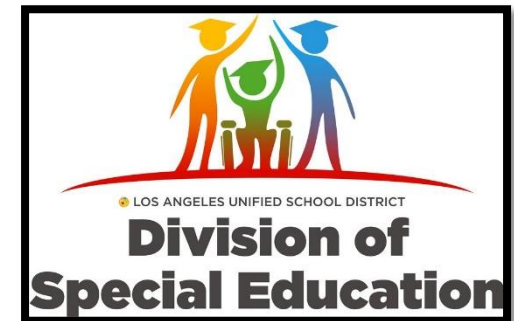
**Northwest**  
(818) 654-5001

**South**  
(310) 354-3431

**West**  
(310) 235-3700

*Revised February 2019*

## LOS ANGELES UNIFIED SCHOOL DISTRICT DIVISION OF SPECIAL EDUCATION



**Complaint Response Unit**

**Monday - Friday**  
8:00 A.M. - 5:00 P.M.

333 S. Beaudry Ave. 18<sup>th</sup> Fl.

Los Angeles, CA 90017

PH: (800) 933-8133

Fax: (877) 339-2684

TTY: (213) 241-2511

<http://achieve.lausd.net/sped>  
(Click FAMILIES tab)

## Mission Statement

The CRU is committed to providing families of students with disabilities the information, assistance, and resources they need to become meaningful participants in the education of their children. The CRU will facilitate collaboration between District staff and parents to enable the District to address inquiries and provide a lawful response in a timely manner regarding Special Education issues.

## Complaint

Means “the allegation of a perceived violation of: (1) the Individuals with Disabilities Education Act and implementing regulations; (2) the California State Education Code related to special education and implementing regulations; or (3) the District’s Special Education Policies and Procedures Manual.”

## Lawful Response

Means that “a parent is provided with a written response that satisfies the District’s legal obligations and may be one of the following: (1) a remedy and, where appropriate, the date by which the remedy shall be implemented; (2) information that an appropriate referral has been made; (3) suggested action the complainant may wish to take; or (4) a determination that the complaint has been investigated and determined to be unfounded.”

## Services Provided

- Information related to your child’s education
- Assistance with District policies and procedures
- Information related to Special Education
- Information about parent involvement
- Telephone helpline
- Translation other than Spanish is provided by request at (800) 933-8133

## Parent Resources

### A PARENT’S GUIDE TO SPECIAL EDUCATION SERVICES

This guide is available online at the Division of Special Education’s website and it is intended to answer general questions regarding the Special Education process including, but not limited to, referral procedures, assessment, IEP, and parent rights.

## PARENT RESOURCES FOR ENGAGEMENT AND STUDENT SUCCESS (PRESS)

A calendar of parent workshops is offered in various locations throughout the District. Parents can obtain additional information by going to the Division of Special Education’s website and clicking on the FAMILIES tab or by calling (213) 241-6701.

<http://achieve.lausd.net/sped>

## COMMUNITY ADVISORY COMMITTEE (CAC)

This committee is an advisory group to the District’s Special Education Local Plan Area (SELPA). It is composed of parents, professionals, and community members who act to support students with disabilities. Monthly meetings are held at the following location:

**PARENT AND COMMUNITY  
SERVICES AUDITORIUM  
1360 West Temple St.  
Los Angeles, CA 90026  
Call (213) 481-3350 for additional  
information**

