

Uniform Complaint Policy **and** **Procedure**



“Climbing Toward College & Career Readiness”

ACS—K-2 Campus: 6555 Sylmar Ave., Van Nuys, CA 91401 - Office: (818) 994-2904 Fax: (818) 994-8096

ACS—2-5 Campus: 13400 Erwin St., Van Nuys, CA 91401 - Office: (818) 787-9527 Fax: (818) 786-3627

Website: www.araratcharterschool.com

Inspiring Collaboration, Innovation, & Empowerment

Uniform Complaint Policy (UCP)

Ararat Charter School has the primary responsibility to ensure compliance with applicable state and federal laws and regulations governing educational programs. ACS shall investigate complaints alleging failure to comply with those laws and regulations including, but not limited to, allegations of discrimination, harassment, intimidation, and/or bullying against any protected group or noncompliance with laws relating to all programs and activities implemented by the Charter School that are subject to UCP as cited below. The Charter School shall seek to resolve, at the local level, those complaints in accordance with the Uniform Complaint Procedures set forth in the California Code of Regulations, Title 5, Sections 4600-4695 and the policies and procedures of the School including allegations of retaliation for participation in the UCP process and/or to appeal School decisions regarding such complaints. A UCP complaint must be filed as set forth in the California Code of Regulations, Title 5, Sections 4600-4695.

A UCP complaint is a written, signed statement (e.g., written, typed, or electronically-generated) by any individual, including a person's duly-authorized representative or an interested third party, public agency, or organization alleging federal or state laws or regulations violations for matters addressed in Education Code (EC) §33315(a)(1) and applicable future matters the Legislature identifies, including unlawful discrimination, harassment, intimidation or bullying against any protected group, and must be filed under UCP per 5 CCR §§4600-4694.

Protected groups from unlawful discrimination, harassment, intimidation or 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 The Charter School conducts, which is funded directly by, to which it provides significant assistance, or that receives or benefits from any state financial assistance.

A. List of All Federal and State Programs Under Jurisdiction of the UCP Process (§33315):

- Adult education (§§8500-8538, 52334.7, 52500-52617)
- After school education and safety (§§8482-8484.65)
- Agricultural career technical education (§§52460-52462)
- Compensatory education (§54400)
- Consolidated categorical aid programs [34 CFR §§299.10-12, §64000(a)]
- Migrant education (§§54440-54445)
- Career technical and technical education and career technical and technical training programs (§§52300-52462)

- Child care and development programs (§§ 8200-8498)
- Every Student Succeeds Act (20 United States Code §6301 et seq.; EC §52059)
- Discrimination, harassment, intimidation or bullying of protected groups identified under §§200 and 220 and §11135 of the Government Code, including any actual or perceived characteristic as set forth in §422.55 of the Penal Code, 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 conducted by an educational institution, as defined in §210.3, that is funded directly by, or that receives or benefits from, any state financial assistance. (related to employee-to-student, student-to-student, student-to-employee, third party to student, employee-to- third party)
- Accommodations for pregnant and parenting pupils, including reasonable accommodations for lactating pupils (§§46015, 222)
- Educational and graduation rights of foster youth, homeless youth, and other youth (e.g., former juvenile court school pupils, pupils from military families, newcomers and migratory education students) (§§48645.7, 48853, 48853.5, 49069.5, 51225.1, 51225.2)
- Pupil Fees (§§49010-49013)
- Courses periods without educational content (§§51228.1-51228.3)
- Physical education instructional minutes (§51223)
- Local control and accountability plans (LCAP) (§52075)
- Regional occupational centers and programs (§§52300-52334.7)
- School plans for student achievement (§64001)
- School site councils (§65000)
- School safety plans (§§32280-32289)
- State preschools (§§8235-8239.1)
- Deficiencies related to preschool health and safety issues for a California state preschool program exempt from licensing (5 CCR §1596.7925, EC §8235.5); per public notices posted for applicable classrooms
- Any other state or federal educational program the State Superintendent of Public Instruction or designee deems appropriate

B. Complaints Not Under Jurisdiction of the UCP Process:

- Allegations of employment/work, employee-to-employee and/or student-to-employee discrimination, harassment, intimidation, and/or bullying of protected groups may be referred to the The Charter School's Equal Opportunity Section at (213) 241-7685 and to the State Department of Fair Employment and Housing.
- 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).
- Allegations of fraud may be referred to the The Charter School's Office of the Inspector General at (213) 241-7700.
- Personnel action complaints may be referred to the responsible administrator in the The Charter School.

- Child nutrition programs are addressed under federal provisions pursuant to 7 Code of Federal Regulations (CFR) §§210.19(a)(4), 215.1(a), 220.13(c), 225.11(b), 226.6(n), and 250.15(d). Other provisions governing complaints relative to child nutrition programs are found in the CCR §§15580 through 15584, which allow for a The Charter School investigation, an appeal of the The Charter School's investigation report to CDE and for direct intervention by CDE in some instances (e.g., meal counting and claiming, reimbursable meals, eligibility of child/adult or use of cafeteria funds and allowable expenses). For assistance with child nutrition complaints, the District's Food Services division can provide more information at (213) 241-2993.
- Special education programs are addressed under federal provisions pursuant to 34 CFR §§300.151 through 300.153. Other relevant provisions are found in CCR §§3200 through 3205.
- Health and safety complaints regarding licensed facilities operating a Child Development Program may be referred to Department of Social Services. For license-exempt state preschool facilities, refer to BUL-101702, Complaint Procedures Regarding State Preschool Health and Safety Issues.
- Bullying complaints not based on protected classes may be referred to the school's Title IX/Bullying Complaint Manager, Principal/Director of Operations and Compliance, regarding implementing the School Discipline Policy and School Climate Bill of Rights found at <https://dfpcomplaint.lausd.net/ComplaintForm.aspx>.
- 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/Director of Operations and Compliance.
- Complaints involving instructional materials, emergency or urgent facilities conditions that pose a threat to pupils' or staffs' health or safety, and teacher vacancies and misassignments are addressed pursuant to §§4680 through 4687. Refer to BUL-4759, Williams Complaint Procedures, for more information.

C. Complaints Not Under Jurisdiction of the UCP Process:

- Allegations of employment/work, employee-to-employee and/or student-to-employee discrimination, harassment, intimidation, and/or bullying of protected groups may be referred to the Principal and Director of Operations and Compliance, and to the State Department of Fair Employment and Housing.
- 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).

- Allegations of fraud may be referred to the Principal and Director of Operations and Compliance
- Personnel action complaints may be referred to the responsible administrator in the Charter School.
- Child nutrition programs are addressed under federal provisions pursuant to 7 Code of Federal Regulations (CFR) §§210.19(a)(4), 215.1(a), 220.13(c), 225.11(b), 226.6(n), and 250.15(d). Other provisions governing complaints relative to child nutrition programs are found in the CCR §§15580 through 15584, which allow for a Charter School investigation, an appeal of the Charter School's investigation report to CDE and for direct intervention by CDE in some instances (e.g., meal counting and claiming, reimbursable meals, eligibility of child/adult or use of cafeteria funds and allowable expenses). For assistance with child nutrition complaints, the Food Services division can provide more information at (213) 241-2993.
- Special education programs are addressed under federal provisions pursuant to 34 CFR §§300.151 through 300.153. Other relevant provisions are found in CCR §§3200 through 3205.
- Bullying complaints not based on protected classes may be referred to the School's Title IX/Bullying Complaint Managers, Principal and Director of Operations and Compliance regarding implementing the School Discipline Policy.
- 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, student promotion and retention, student discipline, student records, and other general education requirements may be referred to Principal and Director of Operations and Compliance
- Complaints involving instructional materials, emergency or urgent facilities conditions that pose a threat to pupils' or staffs' health or safety, and teacher vacancies and misassignments are addressed pursuant to §§4680 through 4687, may be referred to Principal and Director of Operations and Compliance.

D. A UCP Complaint May be Filed for Alleging:

- Adult education programs established pursuant to Sections 8500 to 8538, inclusive and Sections 52500 to 52617, inclusive;
- Consolidated categorical aid programs as listed in subdivision (a) of Section 64000;
- Migrant child education established pursuant to Sections 54440 to 54445, inclusive;
- Career technical and technical education and career technical and technical training programs established pursuant to Sections 52300 to 52462, inclusive;
- Unlawful discrimination, harassment, intimidation, or bullying of protected groups identified under Sections 200 and 220 and Section 11135 of the Government Code, including any actual or perceived characteristic as set forth in Section 422.55 of the

Penal Code, 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 conducted by an educational institution, as defined in Section 210.3, that is funded directly by, or that receives or benefits from, any state financial assistance (related to employee-to-student, student-to-student, third party to student, employee-to-third party). Any complainant has the right to file a written complaint of unlawful discrimination, harassment, intimidation, or bullying within six (6) months from the date the alleged incident occurred or the complainant first obtained knowledge/facts of the alleged incident unless the time for filing is extended by the Charter School's Governing Board Chairperson or designee upon written request by the complainant setting forth the reasons, but not to exceed 90 more days;

- Lactation accommodations pursuant to Section 222;
 - Educational rights of foster youth pursuant to Sections 48853, 48853.5, and 49069.5, and graduation requirements for foster youth, homeless youth, and other youth (e.g., former juvenile court school pupils, children of military families, newcomers, and migratory education students) pursuant to Section 51225.1;
 - Pupil Fees pursuant to Sections 49010 to 49013, inclusive;
 - Courses of study without educational content pursuant to Section 51228.3;
 - Physical education instructional minutes pursuant to Section 51223;
 - Local Control and Accountability Plans (LCAP) pursuant to Section 52075;
 - Juvenile court schools, including former students, pursuant to Section 48645.7;
 - School safety plans pursuant to Section 32289;
 - Any other state or federal educational program the Superintendent deems appropriate.
1. Unauthorized charging of pupil fees: A pupil shall not be required to pay a pupil fee for supplies, materials, and equipment needed for participation in an educational activity, unless the charge for such a fee is specifically authorized by law and does not violate Education Code Section 49011. 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 (1) year from the date the alleged violation occurred. A pupil fees complaint of noncompliance should be filed first with the school principal or the agency superintendent or his or her designee. If merit is found in a pupil fee complaint the public school shall provide a remedy to all affected students, parents/guardians that where applicable includes reasonable efforts by the public school to ensure full reimbursement to all affected students, parents/guardians, subject to procedures established through regulations adopted by the state board. The Charter School will attempt in good faith by engaging in reasonable efforts to

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

2. Failure to comply with legal requirements pertaining to the LCAP: A complaint that a charter school has not complied with the requirements of the LCAP may be filed using the UCP complaint procedures (Education Code section 52075). A complaint may be filed anonymously if it provides evidence/information leading to evidence to support the complaint. LCAP requirements are found in Education Code Sections 52060- 52076.
3. Failure to comply with adopted courses of study for physical education: Existing law requires the adopted course of study to include instruction in specified areas of study, including physical education for a total period of time.
4. Education Codes §§48853, 48853.5, 49069.5, 51225.1, and 51225.2, which address educational rights of pupils in foster care, pupils who are homeless, former juvenile court school pupils, pupils who are children of military families, migratory pupils and pupils 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 extra- curricular activities, allow that a complaint of noncompliance with the requirements of the sections may be filed under the Ararat Charter School's UCP .

Protected groups from unlawful discrimination, harassment, intimidation or 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 Charter School 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 because of her use during the school day of reasonable accommodations and affords that she shall be provided the 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 Charter School shall not be required to pay a pupil fee for supplies, materials, and equipment needed 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 fee waiver shall not make a pupil fee permissible. The School shall not establish a two-tier educational system by requiring a minimal educational standard and offering a second, higher one that pupils may only obtain through payment of a fee or additional supplies that the school does not provide.

Schools shall not offer course credit or privileges related to educational activities in exchange for money or donations of goods or services from a pupil or parents/guardians, and shall not remove credits or privileges related to educational activities, or otherwise discriminate against a pupil or parents/guardians who do not provide money or donations; voluntary donations can be solicited.

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 (§§49010 to 49013). 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 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 Charter School 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 not less than 200 minutes each ten 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 not less than 200 minutes each ten school days, exclusive of recesses and the lunch period. A complaint that the Charter School 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, 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 UCP. A remedy shall be provided to the affected pupil if merit is found in such a complaint.

A complaint that a district has not complied with the requirements of the LCAP may also be filed using UCP (§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 §§52060-52076.

Compliance Officer:

The Principal and Director of Operations and Compliance have been designated as Ararat Charter School's Compliance Officers, responsible to receive and direct the investigation of complaints under the UCP, maintain records of complaints and subsequent related actions, and to ensure the Charter School's compliance with the law. For additional information regarding the Charter School's UCP process or assistance in filing a complaint, please contact the School's Office at 818 994-2904 or info@araratcharterschool.com

Notifications:

The Charter School shall annually notify in writing its students, parents/guardians, employees, and other interested school parties of these UCP procedures and the person(s) responsible for processing complaints.

Filing of UCP Complaints:

A written complaint of alleged noncompliance with a federal or state law or regulation governing educational programs must be filed with the Principal or Director of Operations and Compliance, designated for responding to such complaints. Complaints shall be filed no later than one (1) year from the date the alleged violation occurred, other than in the case of the exceptions noted above. A complaint may be filed anonymously if the complaint provides evidence or information

leading to evidence to support an allegation of noncompliance. Complainants are protected from retaliation. When the subject matter of a complaint is not covered by this policy, the complainant will be so advised in writing. The 60-day timeline for the investigation and Charter School's response shall begin when the written complaint is received by the Principal or Director of Operations and Compliance.

UCP forms are available upon request from School office, and the School's website. A copy of the School's UCP policy and complaint procedures shall be available free of charge. Any person, including, but not limited to individuals with a disability, requesting to file a complaint and who is unable to prepare a written complaint will be assisted by ACS staff in filing the complaint. The Charter School assures confidentiality to the maximum extent possible. Complainants are protected from retaliation. The Charter School prohibits retaliation against anyone who files a complaint or participates in the complaint investigation process.

Pursuant to Education Code Section 262.3, Complainants are advised civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders may also be available under state or federal discrimination, harassment, intimidation, or bullying laws.

Appeals of School Decisions:

If a complainant is dissatisfied with the School's decision, the Complainant may appeal it within 15 days of receiving it. The appeal must be in writing and include a copy of the original complaint, the School's decision, and specific reasons for appeal.

Appeals of ACS decisions may be sent to:

**California Department of Education
1430 N Street
Sacramento, CA 95814**

Additional contacts for programs and services and appeals offices covered by the California Department of Education under the UCP can be found at <https://www.cde.ca.gov/re/cp/uc/>

Pursuant to Education Code Section 8235.5, deficiencies related to California state preschool program health and safety issues may be resolved using the UCP. Otherwise, health and safety complaints regarding licensed facilities operating a Child Development Program may be referred to Department of Social Services.

See *Williams Uniform Complaints Process* for information regarding filing complaints regarding instructional materials, emergency or urgent facilities conditions that pose a threat to the health and safety of students, and teacher vacancy or misassignment.

Contact information for various programs and services subject to the Uniform Complaint Procedures.

Program or Service	Contact Office	Contact Phone
Child Nutrition	Nutrition Services Division	800-952-5609
Discrimination, Harassment, Intimidation, Bullying, Student Lactation Accommodations, and LGBTQ Resources	Education Equity UCP Appeals Office	916-319-8239
Education of Pupils in Foster Care, Pupils who are Homeless, and former Juvenile Court Pupils now enrolled in a school The Charter School	Coordinated School Health and Safety Office	916-319-0914
Local Control Accountability Plans (LCAPs): Content or Procedures	Local Agency Systems Support Office	916-319-0809
Local Control Accountability Plans (LCAPs): Fiscal, including the California Peer Assistance and Review Programs for Teachers	School Fiscal Services Division	916-322-3024
Every Student Succeeds Act / No Child Left Behind including bilingual education, compensatory education, consolidated categorical aid, economic impact aid, English learner programs, migrant education, school safety plans	Categorical Programs Complaints Management Office	916-319-0929
Physical Education: Instructional Minutes	Science, Technology, Engineering, and Mathematics (STEM) Office	916-323-5847
School Facilities (for Williams Complaints)	School Facility Planning Division	916-322-2470
Special Education	Procedural Safeguards and Referral Services Unit	800-926-0648
Pupil Fees	Categorical Programs Complaints Management Office	916-319-0929

UNIFORM COMPLAINT PROCEDURES

The Governing Board of Ararat Charter School recognizes that, as a California public charter school, it is required to comply with laws and regulations that guarantee various rights to its students and parents. Therefore, Ararat Charter School has adopted the following procedures to allow students and parents to file complaints when they believe the Charter School has not met its obligations.

Complaint Procedures

The following procedures shall be used by parents, students, or other persons to address complaints which allege that Ararat Charter School has violated one or more of the legal requirements stated above.

Step 1: Filing of Complaint:

Any individual, public agency or organization may file a written complaint of alleged noncompliance by Ararat Charter School with the Principal or Director of Operations and Compliance who shall maintain a log of complaints received, providing each with a code number and date stamp.

If a Complainant is unable to put a complaint in writing due to conditions such as a disability or illiteracy, school staff shall assist him/her in the filing of the complaint.

A complaint may be filed anonymously if the complaint provides evidence or information leading to evidence to support an allegation of an unlawful fee.

Step 2: Mediation:

Within three days of receiving the complaint, the Principal or Director of Operations and Compliance may informally discuss with the Complainant the possibility of using mediation. If the Complainant agrees to mediation, the Principal or Director of Operations and Compliance shall make arrangements for this process.

Before initiating the mediation of a discrimination complaint, the Principal or Director of Operations and Compliance shall ensure that all parties agree to make the mediator a party to related confidential information.

If the mediation process does not resolve the problem within the parameters of law, the Principal or the Director of Operations and Compliance shall proceed with his/her investigation of the complaint.

The use of mediation shall not extend Ararat Charter School's timelines for investigating and resolving the complaint unless the Complainant agrees in writing to such an extension of time.

Step 3: Investigation of Complaint:

the Principal or Director of Operations and Compliance is encouraged to hold an investigative meeting within five 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 representative to repeat the complaint orally.

The Complainant and/or his/her representative shall have an opportunity to present the complaint and evidence or information leading to evidence to support the allegations in the complaint.

A Complainant's refusal to provide Ararat Charter School's investigator with documents or other evidence related to the allegations in the complaint, or his/her failure or refusal to cooperate in the investigation or his/her engagement in any other obstruction of the investigation, may result in the dismissal of the complaint because of a lack of evidence to support the allegation.

Ararat Charter School's refusal to provide the investigator with access to records and/or other information related to the allegation in the complaint, or its failure or refusal to cooperate in the investigation or its engagement in any other obstruction of the investigation, may result in a finding, based on evidence collected, that a violation has occurred and may result in the imposition of a remedy in favor of the Complainant.

Step 4: Response:

Within 30 days of receiving the complaint, the Principal or Director of Operations and Compliance shall prepare and send to the Complainant a written report of Ararat Charter School's investigation and decision, as described in Step #5 below. If the Complainant is dissatisfied with the Principal or Director of Operations and Compliance's decision, he/she may, within five days, file his/her complaint in writing with the ACS Governing Board.

The Governing Board may consider the matter at its next regular Board meeting or at a special Board meeting convened in order to meet the 60 day time limit within which the complaint must be answered. The Board may decide not to hear the complaint, in which case the Principal or Director of Operations and Compliance decision shall be final.

If the Board hears the complaint, the the Principal or Director of Operations and Compliance shall send the Board's decision to the Complainant within 60 days of Ararat Charter School's initial receipt of the complaint or within the time period that has been specified in a written agreement with the Complainant.

Step 5: Final Written Decision

Ararat Charter School's decision shall be in writing and sent to the Complainant. Ararat Charter School's decision shall be written in English and in the language of the Complainant whenever feasible or as required by law.

The decision shall include:

1. The findings of fact based on evidence gathered
2. The conclusion(s) of law
3. Disposition of the complaint
4. Rationale for such disposition
5. Corrective actions, if any are warranted

Notice of the Complainant's right to appeal Ararat Charter School's decision within fifteen (15) days to the CDE and procedures to be followed for initiating such an appeal.

Appeals to the California Department of Education (CDE)

If dissatisfied with Ararat Charter School's decision on any matter except textbooks and teachers, the Complainant may appeal in writing to the CDE within fifteen (15) days of receiving Ararat Charter School's decision. The appeal should be sent to:

**California Department of Education
1430 N Street
Sacramento, CA 95814**

When appealing to the CDE, the Complainant must specify the basis for the appeal of the decision and whether the facts are incorrect and/or the law has been misapplied. The appeal shall be accompanied by a copy of the locally filed complaint and a copy of Ararat Charter School's decision.

Upon notification by the CDE that the Complainant has appealed, the Director or designee shall forward the following documents to the CDE:

1. A copy of the original complaint.
2. A copy of the decision.
3. A summary of the nature and extent of the investigation conducted by Ararat Charter School, if not covered by the decision.
4. A copy of the investigation file, including but not limited to all notes, interviews, and documents submitted by all parties and gathered by the investigator.
5. A report of any action taken to resolve the complaint.
6. A copy of Ararat Charter School's complaint procedures.
7. Other relevant information requested by the CDE.

The CDE may directly intervene in the complaint without waiting for action by Ararat Charter School's when one of the conditions listed in Title 5, California Code of Regulations, Section 4650 exists.

Annual Notice to Parents/Guardians

Notice of this complaint procedures will be sent annually to the parents or guardians of Ararat Charter School's students in the same manner as other annual notices that are required by law or the charter agreement.



UNIFORM COMPLAINT FORM

Parent/Guardian Full Name: _____

Student Name (if applicable): _____

Grade: _____ Date of Birth: _____

StreetAddress/Apt.#: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Cell Phone: _____ Work Phone: _____

School/Office of Alleged Violation: _____

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

2. Have you discussed your complaint or brought your complaint to any School personnel? If you have, to whom did you take the complaint, and what was the result?

3. Please provide copies of any written documents that may be relevant or supportive of your complaint. I have attached supporting documents. Yes No

Signature: _____ Date: _____

Please deliver the complaint and any relevant documents to the Principal or Director of Operations at the following location:

Campus 1: 6555 Sylmar Avenue, Van Nuys, CA 91401 OR Campus 2: 13400 Erwin Street, Van Nuys, CA 91401

For Office Use Only

Date Received: _____ Person Receiving it: _____



ARARAT CHARTER SCHOOL Uniform Complaint Procedures Form

Last Name: _____ First Name: _____
 Student Name (if applicable): _____ Grade: _____ Date of Birth: _____
 Address: _____ Apt. #: _____
 City: _____ State: _____ Zip Code: _____
 Home Phone: _____ Cell Phone: _____ Work Phone: _____
 Date of Alleged Violation: _____ School of Alleged Violation: _____

For allegation(s) of noncompliance, please check the program or activity referred to in your complaint, if applicable:

- | | | |
|-------------------------------------------------------|----------------------------------------------------------------|------------------------------------------|
| <input type="checkbox"/> Consolidated Categorical Aid | <input type="checkbox"/> Migrant Education | <input type="checkbox"/> Child Nutrition |
| <input type="checkbox"/> Special Education | <input type="checkbox"/> Pupil Fees for Educational Activities | |

For complaints of discrimination, harassment, intimidation or bullying (employee-to-student, student-to-student, and third party to student), please check the protected classes (actual or perceived), upon which the alleged conduct was based, listed below:

- | | | |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-----------------------------------|
| <input type="checkbox"/> Actual or Perceived Sex | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Gender |
| <input type="checkbox"/> Gender Identity | <input type="checkbox"/> Gender Expression | <input type="checkbox"/> Ancestry |
| <input type="checkbox"/> Ethnic Group Identification | <input type="checkbox"/> Race or Ethnicity | <input type="checkbox"/> Religion |
| <input type="checkbox"/> Nationality | <input type="checkbox"/> National Origin | <input type="checkbox"/> Age |
| <input type="checkbox"/> Color | <input type="checkbox"/> Mental or Physical Disability | |
| <input type="checkbox"/> Association with a person or group with one or more of the actual or perceived categories listed above | | |

For complaints of bullying that are not based on the above listed protected classes or characteristics, and other complaints not listed on this form, please contact the Title IX/Bully Complaint Manager; the Principal, or the Director of Operations and Compliance at Ararat Charter School.

If you have contacted your school and your Educational Service Center but still need assistance, referrals, or resources, please phone the Educational Equity and Compliance Office at (213) 241-7682 and ask to speak with an administrator.

Please give the 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.

Have you attempted to discuss your complaint with any Ararat Charter School personnel? If so, with whom and what was the result?

Please 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, email, fax or hand deliver your complaint documents to:

Compliance Officers:
Dr. Aida Tatiossian, Principal
Ms. Adrineh Gharibi, Director of Operations and Compliance

For more information, please contact the Principal or the Director of Operations and Compliance, UCP Coordinators at (818)994-2904.