



“Climbing Toward College & Career Readiness”

FORMAL AND INFORMAL
COMPLAINT POLICY

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Inspiring Collaboration, Innovation, & Empowerment

FORMAL AND INFORMAL COMPLAINT PROCEDURES

PROCEDURE OF FILING A COMPLAINT

Ararat Charter School is an Independent Charter School, and is governed by its own Governing Board. If an issue arises, it should be pursued by contacting the responsible parties of authority in this order:

- 1) TEACHER
- 2) PRINCIPAL
- 3) BOARD CHAIRPERSON
- 4) THE GOVERNING BOARD

The decision of the Board will be final. Every effort should be made to address the concerns at the informal level with the child's Teacher and/or Principal. The Governing Board has invested authority in the Principal to deal with complaints and concerns. If concerns are not satisfactory resolved at the teacher level, the Parent/Guardian may request a meeting with the principal or submit a written informal complaint to the Principal. The Principal will work with all parties concerned to investigate and reach a resolution.

UNIFORM COMPLAINT PROCEDURE

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 Academy has not met its obligations.

This uniform complaint procedure applies to allegations regarding the following matters:

- Discrimination or harassment on the basis of actual or perceived characteristics such as age, ancestry, color, ethnic group identification, gender expression, gender identity, gender, disability, nationality, race or ethnicity, religion, sex, sexual orientation, or a person's association with a person or group perceived to have any of those characteristics. (Govt. Code sec. 11135; 5 Cal. Code of Regs. sec. 4900.)
- Charging an unlawful fee to a student for an education activity as set forth in the Ararat Charter School policy on student fees. (Educ. Code sec. 49011.)
- Failure to provide sufficient standards-aligned textbooks to allow each student in a class to have their own copy to use in school and take home. (Educ. Code sec. 35186(e)(1).)
- Failure to provide adequate numbers of teachers with appropriate certifications, including English learner certification, and subject matter competency or misassignment of teachers. (Educ. Code sec. 35186(e)(2).)
- Unsafe or unhealthy facilities conditions that pose an immediate and urgent risk of injury to students and staff. (Educ. Code sec. 35186(e)(3).)

- Failure to provide students, including English learners, with the intensive instruction and services needed to pass the California High School Exit Exam after a student has failed to pass either section of that exam. (Educ. Code sec. 37254(d) and 35186(e)(4).)
- Failure to comply with state or federal law in adult basic education, consolidated categorical aid programs, migrant education, vocational education, child care and development programs, child nutrition programs, and special education programs.

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. The principal of each school shall maintain a record of each complaint and subsequent related actions. (Please inquire more information about Uniform Complaint Procedure from the school's office.)

Appeals to the California Department of Education (CDE)

Appeals of LEA decisions/findings regarding discrimination, harassment, intimidation, and/or bullying allegations, as well as findings regarding provision of accommodations to lactating students, may be appealed to CDE's Education Equity UCP Appeals Office by filing a written appeal within 15 days of receipt of the LEA's decision.

The written appeal should specify reasons for appealing the decision and include a copy of the LEA's decision. The appeal may be sent to:

California Department of Education
Education Equity UCP Appeals Office
1430 N Street, Suite 5405
Sacramento, CA 95814

Appeals of LEA's decisions/findings regarding educational programs listed in the Uniform Complaint Procedures Jurisdiction section of this policy, including foster/homeless youth services, pupil fees, elementary physical education instructional minutes, and enrollment in courses without educational content and previously completed/graded courses sufficient for satisfying requirements/prerequisites for postsecondary education and receipt of a diploma, may be appealed to CDE's Categorical Programs Complaints Management Office by filing a signed written appeal within 15 days of receipt of the LEA's decision.

The written appeal should specify reasons for appealing the decision and include a copy of the LEA's decision. The appeal may be sent to:

California Department of Education
Categorical Programs Complaints Management Office
1430 N Street, Suite 6408
Sacramento, CA 95814

Appeals of LEA’s decisions/findings regarding special education compliance may be filed with CDE’s Special Education Division by sending a written appeal within 15 days of receipt of the LEA’s decision.

The written appeal should specify reasons for appealing the decision and include a copy of the LEA’s decision. The appeal may be sent to:

California Department of Education
 Procedural Safeguards Referral Service
 1430 N Street, Suite 2401
 Sacramento, CA 95814

Appeals of LEA’s decisions/findings regarding legal requirements pertaining to LCAP may be filed with the CDE by sending a written appeal within 15 days of receipt of the LEA’s decision.

The written appeal should specify reasons for appealing the decision and include a copy of the LEA’s decision. The appeal may be sent to:

California Department of Education
 Local Agency Systems Support Office
 1430 N Street, Suite 6400
 Sacramento, CA 95814

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 district	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

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.

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 is 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.

WILLIAMS/VALENZUELA UNIFORM COMPLAINT PROCESS

Williams/Valenzuela Uniform Complaint Process, Education Code Section 35186 provides important information to parents, guardians, pupils, teachers and other stake holders

1. Every school must provide sufficient textbooks and/or instructional materials.
2. School facilities must be clean, safe, and maintained in good repair.
3. Each class should be assigned a teacher and not a series of substitutes or other temporary teachers.