



LOS ANGELES UNIFIED SCHOOL DISTRICT  
Office of the Superintendent-School Operations

## **SCHOOL-WIDE POSITIVE BEHAVIOR INTERVENTION AND SUPPORT COMPLAINT PROCESS**

### **I. Purpose**

The purpose of this policy is to ensure that:

- All parents, students, employees, and community members are informed of the process to submit complaints regarding the School Discipline Policy and School Climate Bill of Rights as outlined in the adopted Board Resolution.
- A process is in place on how and where to submit a complaint and that the complaint process is accessible to all, regardless of race, ethnicity, language spoken, age, gender, sexual orientation or disability status.
- LAUSD maintains effective and transparent procedures for reporting, investigating, and resolving complaints submitted regarding the implementation of the School Discipline Policy and School Climate Bill of Rights.

### **II. How to file a complaint and receive response?**

Complaints regarding the of the School Discipline Policy and School Climate Bill of Rights as outlined in the adopted May 2013 Board Resolution can be submitted in the following manner:

- Complaint Form – available at schools and online from the District’s website ( <https://dfp.lausd.net> )
- Online submission – access link at <https://dfpcomplaint.lausd.net>
- Fax – Educational Service Center (ESC) office
- Call in – Educational Service Center Operations Office
- Mail – Educational Service Center Office

#### **ESC North**

6621 Balboa Blvd.  
Van Nuys, CA 91406  
Tel. No. (818) 654-3600  
Fax No. (818) 881-0527

#### **ESC East**

2151 North Soto St.  
Los Angeles, CA 90032  
Tel. No. (323) 224-3177  
Fax No. (323) 224-3393

#### **ISIC**

333 S. Beaudry Ave., 11<sup>th</sup> Floor  
Los Angeles, CA 90017  
Tel. No. (213) 241-0167  
Fax No. (213) 241-2031

#### **ESC South**

1208 Magnolia Avenue  
Gardena, CA 90247  
Tel. No. (310) 354-3400  
Fax No. (310) 532-4674

#### **ESC West**

11380 W. Graham Place  
Los Angeles, CA 90064  
Tel. No. (310) 914-2102  
Fax No. (310) 479-7269

In order for a response to be received, contact information must be provided and request a response selected. Timely submission of the complaint is important since the 60-day timeline for the complaint review and District response begins when the complaint is received.

### **III. How to file an anonymous complaint?**

Complaints may be filed anonymously. If information is provided by the complainant, a response will be sent to the anonymous complainant. However, if no contact information is provided, a response will not be prepared but the complaint will be processed for recording purposes only.

#### **IV. Timelines for processing complaints**

Every case will be reviewed and a written response to the complainant will be provided within 60 days of the date that the complaint is submitted or received at a LAUSD school or office site. If the complaint involves multiple sites or incidents, the District may not complete the investigation within the 60-day timeline. In this case, the Educational Service Center will provide the complainant in writing the information regarding the case and the additional time required to complete the response. The extension shall not exceed 120 days, unless situations beyond the District's control impacts the investigation.

#### **V. How to file an appeal?**

Those not satisfied with the resolution can appeal to the Assistant Superintendent, School Operations in writing within 30 days of receiving the decision. The Assistant Superintendent, School Operations will investigate the appeal and issue a decision, as well as a proposed remedy, in writing within 30 days.

#### **VI. Log of Complaints and Complaint Summary Report**

The Administrator of Operations will take the lead role in resolving a complaint. All complaints will be logged, tracked and updated through the Discipline Foundation Policy Complaint System. It will be assigned a unique number for reference and tracking. A copy can also be provided to the complainant, if requested.

Summary reports will be generated by the Office of School Operations for monitoring and improvements as necessary. A semi-annual report will be prepared for distribution to Board members, the Superintendent and appropriate District administrators. Summary reports will also be presented at a regularly scheduled public Board meeting as requested by the Board of Education. The summary report will include the following:

1. Total number of complaints
2. Number of complainants
3. Type of complaint
4. Complaints per Educational Service Center
5. Complaint per school
6. Length of time for completing each complaint and if the timeline was met

*Complete description of the Discipline Foundation Policy is outlined in Bulletin No. BUL-6231.0, published on February 14, 2014, Office of the Superintendent-School Operations.*



SCHOOL-WIDE POSITIVE BEHAVIOR INTERVENTION AND SUPPORT

DATE/TIME STAMP – SCHOOL/OFFICE ONLY:

COMPLAINT FORM

Please complete all information requested on this form. Be sure to select the option to request a response and provide contact information. The complaint also can be filed anonymously, but leave out any contact information.

Date: \_\_\_\_\_

CONTACT INFORMATION

I request a response (Do not check if remaining anonymous)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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

Home No. \_\_\_\_\_ Work or Cell No. \_\_\_\_\_

Email: \_\_\_\_\_

COMPLAINT

School's Name: \_\_\_\_\_

Principal's Name: \_\_\_\_\_ ESC \_\_\_\_\_

COMPLAINANT REPORTS THAT:

- Parents are not part of the implementation efforts for School-Wide Positive Behavior Intervention and Support.
Training is not available for parents on School-Wide Positive Behavior Intervention and Support.
School-based team approach is not used at the school site.
The school does not have a clear set of positive behavior rewards and system in place.
Behavior expectations are not defined and taught to all students.
Alternatives to suspension are not used with students.
The school does not share student discipline data with the school community.

Please provide details that may be helpful in reviewing your complaint.

Three horizontal lines for providing details.

TO SUBMIT A COMPLAINT:

This form may be submitted to the Educational Service Center (ESC), Administrator of Operations, either online at https://dfpcomplaint.lausd.net, or by fax, mail or phone. Please choose one of the following:

ESC North
Tel. No. (818) 654-3600
Fax No. (818) 881-0527

ESC East
Tel. No. (323) 224-3177
Fax No. (323) 224-3393

ISIC
Tel.No. (213) 241-0167
Fax No. (213) 241-2031

ESC South
Tel. No. (310) 354-3400
Fax No. (310) 532-4674

ESC West
Tel. No. (310) 914-2102
Fax No. (310) 479-7269

Please note the 60-day timeline for the District to review and respond begins when the complaint is received.