



LOS ANGELES UNIFIED SCHOOL DISTRICT
Office of the Superintendent-Division of District Operations

SCHOOL- WIDE POSITIVE BEHAVIOR INTERVENTION AND SUPPORT COMPLAINT PROCESS

I. Purpose

The purpose of this policy is to make sure that:

- All parents, students, employees, and community members are informed of the process to submit complaints regarding the implementation of 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 as outlined in the adopted Board Resolution;

II. How to file a complaint and receive response?

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

- Complaint Form – available at schools and online from the District’s website (www.dfp.lausd.net)
- Online submission – access link at www.dfpcomplaint.lausd.net
- Fax – Local District office
- Call in – Local District Office
- Mail – Local District Office

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

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

Local District Central
333 S. Beaudry Ave., 11th Floor
Los Angeles, CA 90017
Tel.No. (213) 241-0167
Fax No. (213) 241-2031

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

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

Local District Northeast
8401 Arleta Avenue
Sun Valley, CA 91352
Tel. No. (818) 252-5400
Fax No. (818) 252-5487

In order for a response to be received, contact information must be provided and that the request for a response is 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 a means of contact is provided by the complainant, a response will be provided to the anonymous complainant. However, if no contact information is provided, response will not be prepared but the complaint will be processed for recording purposes only.

IV. Timelines for processing complaints

All complaints received will be processed in accordance with set complaint procedures. 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 Local District office will provide the complainant in writing, the information regarding the case, and the additional time required to complete the response. The additional time extension shall not exceed 120 days, unless situations beyond the District's control exist that impacts the completion of the investigation in a timely manner.

V. How to file an appeal?

Complainants not satisfied with the resolution shall have the right to file an appeal to the Associate Superintendent, Division of District Operations in writing within 30 days of receiving the decision. The Associate Superintendent, Division of District Operations shall investigate the appeal and issue a decision in writing within 30 days of receiving the appeal.

Within 30 days, the Assistant Superintendent shall provide a written response to the complainant with a decision and a proposed remedy for the issue described in the complaint.

VI. Log of Complaints and Complaint Summary Report

The Local District Administrator of Operations will take the lead in resolving and responding to complaint. All complaints will be logged, tracked and updated through the DFP Complaint System. It will be assigned a unique number for reference, tracking and can also be provided to the complainant if requested.

Summary reports will be generated by the Division of District Operations for monitoring and improvements as necessary. Semi-annual report will be prepared for distribution to the members of the Board, Superintendent and appropriate District administrators. Summary reports will also be presented at a regularly schedule 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 Local District
5. Complaint per school
6. Length of time for completing each complaint if timeline was met

Complete description of the Discipline Foundation Policy is outlined in Bulletin No. BUL-6231.0, published on February 10, 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. Complaints may be filed anonymously. However, to receive a response to your complaint, you must indicate that a response is requested and provide contact information. Complaints must be submitted to the School Principal.

Date: _____

CONTACT INFORMATION

I request a response. Please send response to:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Home No. _____ Work or Cell No. _____

COMPLAINT

School Name: _____

Principal's Name: _____ ESC _____

SUBJECT OF COMPLAINT

- Parent as part of the implementation efforts
Training available for parents on SWPBIS
School-based Team
Clear set of positive behavior reward and system
Objective and simple behavior expectations that are defined and taught
Three-tiered intervention system
Discipline data analysis regularly shared with the school community

Please give the facts about your complaint. Provide details that may be help in the review of the complaint.

Four horizontal lines for providing complaint details.

The 60-day time line for the complaint review and District response shall begin when the complaint is received.

TO SUBMIT A COMPLAINT:

Complaint form may be submitted to the school principal. You may also send your Complaint Form via fax or e-mail to the Educational Service Center Administrator of Operations.

Local District Northwest
Tel. No. (818) 654-3600
Fax No. (818) 881-0527

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

Local District Central
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Fax No. (213) 241-2031

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