

Uniform Complaint Procedure for Parents and Students

A complaint under the Uniform Complaint Procedures (UCP) is a written and signed statement by an individual, public agency, or organization alleging a violation of federal or state laws governing educational programs, including allegations of unlawful discrimination, harassment, intimidation, bullying, and failure to comply with laws relating to pupil fees and the Local Control and Accountability Plan (LCAP).

The Uniform Complaint Procedures apply to the filing, investigation and resolution of complaints regarding alleged:

- 1) failure to comply with federal or state law or regulations governing adult education, consolidated categorical aid programs, migrant education, vocational education, child Los Angeles County Office of Education, 2016 41 care and developmental programs, child nutrition programs and special education programs;
- 2) unlawful discrimination against any protected group as identified under Education Code (EC) sections 200 and 220 and Government Code section 11135, including actual or perceived sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, or mental or physical disability, or 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 conducted by a local agency, which is funded directly by, or that receives or benefits from any state financial assistance;
- 3) failure to comply with school safety planning requirements as specified in Section 7114 of Title 20 of the United States Code;
- 4) unlawful discrimination, harassment, intimidation, and bullying based on actual or perceived characteristics set forth in Section 422.55 of the Penal Code and EC 220, and disability, gender, gender identity, gender expression, nationality, race or ethnicity, religion, sexual orientation, or association with a person or group with one or more of these actual or perceived characteristics;
- 5) unlawful imposition of pupil fees for participation in educational activities in public schools; and
- 6) failure to comply with the requirements established through the Local Control Funding Formula related to the Local Control and Accountability Plan as described in EC sections 52060 through 52076 or sections 47606.5 and 47607.3.
- 7) Failure to carry out responsibilities under Title IX of the Education Amendments of 1972 (Title IX) and Section 504 of the Rehabilitation Act of 1973 (Section 504) including any investigation of any complaint filed with Soleil Academy alleging its noncompliance with these laws or alleging any actions which would be prohibited by these laws.

A complaint must be filed no later than six months from the date the complainant first obtains knowledge of the concern. These uniform procedures require the complainant to submit a written complaint to TBD, School Operations Manager who will coordinate an investigation and response within 60 days of receipt of the written complaint, unless the complainant agrees in writing to extend the time line. If Soleil Academy finds merit in a complaint, Soleil Academy shall provide a remedy to all affected pupils, parents/guardians. A complainant may appeal Soleil Academy's decision to the California Department of Education (CDE) by filing a written appeal within 15 days after receiving Soleil Academy's decision. The CDE may directly intervene in the complaint without waiting for action by the district when one of the conditions listed in Section 4650 of Title 5 of the California Code of Regulations exists, including cases in which Soleil Academy has not taken action within 60 days of the date the complaint was filed with the district. If Soleil Academy is found to have violated a state or federal law and/or regulation, and does not take corrective action to comply, then various civil remedies may be available. Contact your Executive Director for additional information or assistance.

Soleil Academy takes seriously all concerns or complaints by students, parents, employees or other persons. Not all complaints fall under the scope of the Uniform Complaint Policy as described above. Concerns related to classroom assignments, common core, grades, graduation requirements, hiring and evaluation of staff, homework policies and practices, provision of core curricula subjects, public meeting laws (such as the Brown Act and Greene Act), student advancement and retention, student discipline, students' records, and other general education requirements should be expressed as general complaints directly to the school in accordance to the following procedures.

While written complaints are encouraged, a complaint may be made orally. Any employee receiving a complaint will advise the Executive Director or immediate supervisor of the receipt of the complaint. The supervisor will make an initial determination of the appropriate action to address the complaint and whether the matter should be referred to the School Operations Manager or Executive Director.

The following guidelines will be followed whenever a complaint or concern is voiced. The goal should be to resolve the conflict at the lowest intervention level possible, but do not hesitate to follow the entire process if necessary. Parents and staff are strongly encouraged to maintain open lines of communication. The procedures below have been established for the purpose of maintaining lines of communication between the school, parents/guardians and students for the resolution of concerns related to the education program.

Respectful communication is expected between all parties. If at any time the meetings become confrontational, they will be rescheduled.

- Step 1: Staff/Student: The student and teacher will meet to discuss the issue. The goal of this meeting is to bring to closure the concern. This meeting should occur within five days of the incident.
- Step 2: Staff/Student/Parent: The parent and student should schedule a meeting with the teacher within five school days of the incident or within five days of the initial meeting between the teacher and student. Meeting time must be convenient to both parties. The meeting agenda should be limited to the initial issue. Staff may request administrative presence at the meeting, but the staff member will run the session and provide a detailed summary for the administrator.
- Step 3: Staff/Student/Parent/Administrator: If no closure is obtained at the meeting, the teacher must create a written summary of the meeting within five school days for review by the administrator. If the parent requests a meeting with the administrator, a written summary of the parent/teacher meeting should be provided. The administrator will establish a meeting with the student, parent and teacher. After the meeting, the administrator will make a ruling on the issue and shall share the findings and solution strategy with the family and teacher.
- Step 4: Parent/Executive Director: If the established ruling/strategy is still unacceptable, the family may then meet with the Executive Director to discuss alternatives. The teacher or student will meet with the parent and Executive Director.