Uniform Complaint Procedure ("UCP")

The Charter School is the local agency primarily responsible for compliance with federal and state laws and regulations governing educational programs. The Charter School shall investigate and seek to resolve complaints using policies and procedures known as the Uniform Complaint Procedure ("UCP") adopted by our Governing Board for the following types of complaints:

1) Complaints alleging unlawful discrimination, harassment, intimidation, or bullying against any protected group on the basis of the actual or perceived characteristics of age, ancestry, color, mental disability, physical disability, ethnic group identification, immigration status, citizenship, gender expression, gender identity, gender, genetic information, nationality, national origin, race or ethnicity, religion, medical condition, marital status, sex, or sexual orientation, 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 Charter School program or activity.
2) Complaints alleging a violation of state or federal law or regulation governing the following programs:

    - Accommodations for Pregnant, Parenting or Lactating Students;
    - Adult Education;
    - Career Technical and Technical Education;
    - Career Technical and Technical Training;
    - Child Care and Development Programs;
    - Consolidated Categorical Aid;
    - Education of Students in Foster Care, Students who are Homeless, former Juvenile Court Students now enrolled in a public school, Migratory Children and Children of Military Families;
    - Every Student Succeeds Act;
    - Migrant Education Programs;
    - Regional Occupational Centers and Programs; and
    - School Safety Plans

3) Complaints alleging noncompliance with laws relating to pupil fees. A student enrolled in a public school shall not be required to pay a pupil fee for participation in an educational activity. A pupil fee includes, but is not limited to, all of the following:

    - A fee charged to a pupil as a condition for registering for school or classes, or as a condition for participation in a class or an 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.

    Complaints of noncompliance with laws relating to pupil fees may be filed with the Director of School or the Compliance Officer identified below.

4) Complaints alleging noncompliance with the requirements governing the Local Control

Funding Formula ("LCFF") or Local Control and Accountability Plans ("LCAP") under Education Code sections 47606.5 and 47607.3, as applicable. If the Charter School adopts a School Plan for Student Achievement ("SPSA") in addition to its LCAP, complaints of noncompliance with the requirements of the SPSA under Education Code sections 64000, 64001, 65000, and 65001 shall also fall under the UCP.

Complaints alleging noncompliance regarding child nutrition programs established pursuant to Education Code sections 49490-49590 are governed by Title 7, Code of Federal Regulations ("C.F.R.") sections 210.19(a)(4), 215.1(a), 220.13(c), 225.11(b), 226.6(n), and 250.15(d) and Title 5, California Code of Regulations ("C.C.R.") sections 15580 - 15584.

Complaints alleging noncompliance regarding special education programs established pursuant to Education Code sections 56000-56865 and 59000-59300 are governed by the procedures set forth in 5 C.C.R. sections 3200-3205 and 34 C.F.R. sections 300.151-300.153.

Complaints regarding state preschool health and safety issues in local educational agencies exempt from licensing are governed by 5 C.C.R. sections 4690-4694, except as otherwise indicated.

Learning Works Charter School
Uniform Complaint Procedure Form

For *Education Code* Section 35186 Complaints

Education Code (EC) Section 35186 created a procedure for the filing of complaints concerning deficiencies related to instructional materials, conditions of facilities that are not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment. The complaint and response are public documents as provided by statute. Complaints may be filed anonymously. However, if you wish to receive a response to your complaint, you must provide the following contact information.

Response requested: ❑ Yes ❑ No
Name: (Optional) _____ Mailing Address: _____

Phone Number: (Optional) Day: _____ Evening: _____

Issue of complaint (please check all that apply):

1. **Textbooks and Instructional Materials**
   - ❑ A pupil, including an English learner, does not have standards-aligned textbooks or instructional materials or state-adopted or district-adopted textbooks or other required instructional materials to use in class.
   - ❑ A pupil does not have access to textbooks or instructional materials to use at home or after school. This does not require two sets of textbooks or instructional materials for each pupil.
   - ❑ Textbooks or instructional materials are in poor or unusable condition, have missing pages, or are unreadable due to damage.
   - ❑ A pupil was provided photocopied sheets from only a portion of a textbook or instructional materials to address a shortage of textbooks or instructional materials.
2. **Facility Conditions**
   - ❑ A condition poses an urgent or emergency threat to the health or safety of students or staff, including: gas leaks, nonfunctioning heating, ventilation, fire sprinklers or air-conditioning systems, electrical power failure, major sewer line stoppage, major pest or vermin infestation, broken windows or exterior doors or gates that will not lock and that pose a security risk, abatement of hazardous materials previously undiscovered that pose an immediate threat to pupils or staff, structural damage creating a hazardous or uninhabitable condition, and any other emergency conditions the school district determines appropriate.
   - ❑ A school restroom has not been maintained or cleaned regularly, is not fully operational and has not been stocked at all times with toilet paper, soap, and paper towels or functional hand dryers.
   - ❑ The school has not kept all restrooms open during school hours when pupils are not in classes, and has not kept a sufficient number of restrooms open during school hours when pupils are in classes.
3. **Teacher Vacancy or Misassignment**
   - ❑ Teacher vacancy - A semester begins and a teacher vacancy exists. (A teacher vacancy is a position to which a single designated certificated employee has not been assigned at the beginning of the year for an entire year or, if the position is for a one-semester course, a position to which a single designated certificated employee has not been assigned at the beginning of a semester for an entire semester.)
   - ❑ Teacher misassignment - A teacher who lacks credentials or training to teach English learners is assigned to teach a class with more than 20 percent English learner pupils in the class.
   - ❑ Teacher misassignment - A teacher is assigned to teach a class for which the teacher lacks subject matter competency.

Date of Problem:_____

Location of Problem (School Name, Address, and Room Number or Location):_____

_____

Course or Grade Level and Teacher Name: _____

_____

Please describe the issue of your complaint in detail. You may attach additional pages if necessary to fully describe the situation. _____

_____

Please file this complaint at the following location:
(Sherry Oliver, Learning Works Charter School – 90 N. Daisy Ave., Pasadena, CA 91107)

Learning Works Charter School
Proceso Uniforme Para la Presentación de Quejas
Para Quejas de el Artículo 35186 del Código de Educación

El Artículo 35186 del Código de Educación (EC por sus siglas en inglés) creó un proceso para presentar quejas relacionadas con deficiencias en los materiales de instrucción, el estado de los edificios que no se mantienen limpios o seguros o bien reparados, y puestos vacantes o asignación equivocada de maestros. La queja y la respuesta correspondiente son documentos públicos según lo dispone la ley. Las quejas pueden ser presentadas anónimamente. Sin embargo, si usted desea recibir una respuesta a su queja, debe proveer la siguiente información de contacto.

Solicita respuesta: ❑ Yes ❑ No
Nombre: (Opcional) _____ Dirección: _____

Numero De Teléfono: (Optional) Día: _____ Tarde: _____

Asunto de la queja (marque todas las opciones pertinentes):

1. **Libros de texto y materiales de instrucción**
   - ❑ Un alumno, incluso un estudiante que está aprendiendo inglés, no tiene libros de texto o materiales de instrucción alineados con los estándares o libros de texto adoptados por el estado o por el distrito u otros materiales de instrucción exigidos para usar en clase.
   - ❑ Un alumno no tiene acceso a libros de texto o materiales de instrucción para usar en la casa o después de la escuela. Esto no requiere contar con dos juegos de libros de texto o materiales de instrucción para cada alumno.
   - ❑ Los libros de texto o materiales de instrucción están en mal estado o inutilizables, les faltan páginas o son ilegibles a causa de los daños.
   - ❑ A un alumno se le dieron hojas fotocopiadas de sólo una parte de un libro de texto o materiales de instrucción debido a la escasez de libros de texto o materiales de instrucción.
2. **Estado de las instalaciones**
   - ❑ Una situación presenta una amenaza inmediata o de emergencia para la salud o la seguridad de los estudiantes o del personal , como por ejemplo: escapes de gas, averías en los sistemas de calefacción, ventilación, aspersores contra incendios o aire acondicionado, cortes en el suministro eléctrico, obstrucciones importantes en los desagües, plagas de insectos nocivos, ventanas rotas o puertas o portones exteriores que no cierran y que supongan un riesgo para la seguridad, eliminación de materiales peligrosos no descubiertos previamente que supongan una amenaza inmediata para los alumnos o el personal , daños estructurales que creen una situación de peligrosidad o inhabitabilidad, y cualquier otra situación de emergencia que el distrito escolar juzgue apropiada.
   - ❑ No se realiza el mantenimiento adecuado de los baños en la escuela, o no se limpian con la frecuencia debida, no están en perfecto funcionamiento o no se ha colocado papel higiénico, jabón o toallas de papel o secadores de mano funcionales.
   - ❑ La escuela no mantiene todos los baños abiertos durante la jornada escolar mientras los alumnos no están en clase, y no mantiene abierta la suficiente cantidad de baños durante la jornada mientras los alumnos están en clase.
3. **Puesto vacante o asignación equivocada de maestros**
   - ❑ Puesto vacante de maestro(a): Comienza un semestre y hay un puesto de maestro(a) vacante. (Una vacante de maestro(a) es un puesto al cual no se ha asignado un empleado único certificado al comienzo del año y para un año completo, o si el puesto es para un curso de un semestre, este es un puesto al cual no se ha asignado un empleado único certificado al comienzo del semestre y para un semestre completo.)
   - ❑ Asignación equivocada de un puesto de maestro(a): Un(a) maestro(a) que no posee credenciales o capacitación para enseñar a estudiantes que están aprendiendo inglés es asignado(a) a una clase con más de un 20 por ciento de estudiantes que están aprendiendo inglés.
   - ❑ Asignación equivocada de un maestro(a): Un(a) maestro(a) es asignado(a) para enseñar una clase para la cual le falta competencia en la materia.

Fecha del problema: _____

Lugar donde sucedió el problema (Nombre de la escuela, dirección y número de salón): _____

_____

Curso o nivel de grado y nombre del maestro(a): _____

_____

Describa detalladamente el tema de su queja. Puede añadir páginas adicionales si son necesarias (o puede usar el reverso de esta hoja): _____

_____

Favor de someter esta queja con el director o persona designada de la escuela en donde la queja se originó:

(Sherry Oliver, Learning Works Charter School – 90 N. Daisy Ave., Pasadena, CA 91107)