

**River Oak  
Charter School**

**Revised  
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# Uniform Complaint Procedures

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## Uniform Complaint Procedures

The Charter Council recognizes that River Oak Charter School (ROCS) is responsible for complying with all applicable state and federal laws and regulations governing educational programs.

ROCS shall follow uniform complaint procedures when addressing complaints alleging unlawful discrimination, harassment, intimidation or bullying against any protected group, including actual or perceived discrimination, on the basis of the actual or perceived characteristics of age, sex, sexual orientation, gender, gender expression, gender identity, genetic information, ethnic group identification, race or ethnicity, ancestry, nationality, national origin, immigration status, religion, color, medical condition, marital status, or mental or physical disability, 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 ROCS program or activity that receives or benefits from state financial assistance. Uniform complaint procedures shall also be used when addressing complaints alleging failure to comply with state and/or federal laws in consolidated categorical aid programs, migrant education, child care and development programs, child nutrition programs, foster and homeless youth services, every student succeeds act/no child left behind act (2001) programs, and special education programs.

A complaint may also be filed alleging: that a pupil enrolled in a public school was required to pay a pupil fee for participation in an educational activity; noncompliance with the requirements governing the Local Control Funding Formula, Local Control and Accountability Plans or Sections 47606.5 and 47607.3 of the Education Code, as applicable; noncompliance with the requirements of Education Code Section 222 regarding the

rights of lactating pupils on a school campus; or noncompliance with the requirements of Education Code Section 48645.7 regarding the rights of juvenile court school pupils when they become entitled to a diploma.

The Charter Council encourages the early, informal resolution of complaints whenever possible.

The Charter Council acknowledges and respects every individual's right to privacy. Unlawful discrimination, harassment, intimidation or bullying complaints shall be investigated in a manner that protects (to the greatest extent reasonably possible) the confidentiality of the parties, the facts, and the integrity of the process. The Charter Council cannot guarantee anonymity of the complainant. This includes keeping the identity of the complainant confidential. However, the Charter Council will attempt to do so as appropriate. The Charter Council may find it necessary to disclose information regarding the complaint/complainant to the extent necessary to carry out the investigation or proceedings, as determined by the Superintendent or designee on a case-by-case basis.

The Charter Council prohibits retaliation in any form against any complainant for participating in complaint procedures, including but not limited to the filing of a complaint or the reporting of instances of unlawful discrimination, harassment, intimidation or bullying. Such participation shall not in any way affect the status, grades, or work assignments of the complainant.

The Charter Council recognizes that a neutral mediator can often suggest a compromise that is agreeable to all parties in a dispute. In accordance with uniform complaint procedures, whenever all parties to a complaint agree to try resolving their problem through mediation, the Superintendent or designee shall initiate mediation. The Superintendent or designee shall ensure that the mediation results are

consistent with state and federal laws and regulations.

## **DEFINITIONS**

“*Superintendent*” shall mean the Superintendent of ROCS and/or designee.

“*Compliance Officer*” means the person(s) designated herein as responsible for receiving and investigating complaints and ensuring ROCS compliance with the law.

“*Complaint*” means a written and signed statement alleging a violation of a federal or state law or regulation, which may include an allegation of unlawful discrimination, harassment, intimidation or bullying. If the complainant is unable to put the complaint in writing, due to conditions such as illiteracy or other handicaps, the Charter School staff shall assist the complainant in the filing of the complaint.

## **NOTIFICATIONS**

The Superintendent or designee shall annually provide written notification of ROCS’s uniform complaint procedures to employees, students, parents and/or guardians, the School Site committee, private school officials and other interested parties. The annual notice shall be in English, and when necessary, in the primary language, pursuant to section 48985 of the Education Code if fifteen (15) percent or more of the pupils enrolled in the Charter School speak a single primary language other than English. The Superintendent or designee shall make available copies of the Charter School’s uniform complaint procedures free of charge.

The annual notice shall include the following: (1) A statement that the Charter School is primarily responsible for compliance with federal and state laws and regulations, (2) A statement that a pupil enrolled in a public school shall not be required to pay a pupil fee for participation in an educational activity, (3) A statement identifying the responsible staff member, position, or unit

designated to receive complaints, (4) A statement that the complainant has a right to appeal the Charter School’s decision to the CDE by filing a written appeal within fifteen (15) days of receiving the Charter School’s decision, (5) A statement advising the complainant of any civil law remedies that may be available under state or federal discrimination, harassment, intimidation or bullying laws, if applicable, and of the appeal pursuant to Education Code § 262.3, and (6) A statement that copies of the local educational agency complaint procedures shall be available free of charge.

## **COMPLAINT PROCEDURES**

The following procedures shall be used to address all complaints, which allege that ROCS has violated federal or state laws or regulations governing educational programs. Compliance officers shall maintain a record of each complaint and subsequent related actions.

### **STEP 1: FILING OF A COMPLAINT**

All complaints must be in writing and must contain a concise but adequate statement of the facts constituting the ground(s) for the complaint. The complaint must also, where applicable, state the laws or regulations violated, if known. The complaint must be signed and dated.

Any complaint received by the Superintendent shall initially be forwarded to the compliance officer for investigation following this procedure. The compliance officer shall maintain a log of complaints received, providing each with a code number and date stamp.

A complaint alleging unlawful discrimination, harassment, intimidation or bullying shall be initiated no later than six (6) months from the date when the alleged unlawful discrimination, harassment, intimidation or bullying occurred, or six (6) months from the date when the complainant first obtained knowledge of the facts of the alleged unlawful discrimination,

harassment, intimidation or bullying. A complaint may be filed by a person who alleges that he/she personally suffered unlawful discrimination, harassment, intimidation or bullying or by a person who believes that an individual or any specific class of individuals has been subjected to unlawful discrimination, harassment, intimidation or bullying.

Pupil fee complaints shall be filed not later than one (1) year from the date the alleged violation occurred.

If a complainant is unable to put a complaint in writing due to conditions such as a disability or illiteracy, the Charter School staff shall assist him/her in the filing of the complaint.

### **STEP 2: MEDIATION (Optional)**

Within three (3) days of receiving the complaint, the compliance officer may discuss, informally, with the complainant the possibility using mediation. If all parties agree to mediation, the compliance officer shall make all arrangements for this process.

Before initiating the mediation of an unlawful discrimination, harassment, intimidation or bullying complaint, the compliance officer shall ensure that all parties agree to make the mediator a party to related confidential information.

The use of mediation shall not extend ROCS’ timeline for investigation and resolving the complaint unless the complainant agrees in writing to an extension of time. In no event shall mediation be mandatory in resolving complaints.

If the mediation process does not resolve the complaint within the parameters of law, the compliance officer shall proceed with an investigation of the complaint.

### **STEP 3: INVESTIGATION OF COMPLAINT**

The Compliance Officer is encouraged to hold an investigative meeting within five (5) days of receiving the complaint or an unsuccessful attempt to mediate the complaint. This meeting shall provide an opportunity for the complainant and/or his/her representative to repeat the complaint orally. The complainant and/or his/her representative shall have an opportunity to present the complaint and evidence or information leading to evidence to support the allegations in the complaint.

To ensure that all pertinent facts are made available, the compliance officer may ask other individuals to provide additional information as deemed appropriate.

A complainant's refusal to provide the investigator with documents or other evidence related to the allegations in the complaint, or to otherwise fail or refuse to cooperate in the investigation or engage in any other obstruction of the investigation, may result in the dismissal of the complaint because of a lack of evidence to support the allegations.

ROCS' refusal to provide the investigator with access to records and/or other information related to the allegation in the complaint, or to otherwise fail to refuse or cooperate in the investigation or engage in any other obstruction of the investigation, may result in a finding, based on evidence collected, that a violation has occurred and may result in the imposition of a remedy in favor of the complainant.

### **STEP 4: RESPONSE**

Unless extended by written agreement with the complainant, the Superintendent shall prepare and send to the complainant a written report, based on the compliance officer's findings, of the Charter School's investigation and decision, as described in Step #5 below, within sixty (60) days from receipt of the complaint.

### **STEP 5: FINAL WRITTEN DECISION**

The Charter School's report of the decision shall be in writing and sent to the complainant. The Charter School's decision shall be written in English and in the language of the complainant whenever feasible or required by law. If it is not feasible to write this report in the complainant's primary language, ROCS shall arrange a meeting at which a community member will interpret it for the complainant.

The decision shall include: (1) The findings of fact based on evidence gathered. (2) The conclusion(s) of law. (3) Disposition of the complaint. (4) Rationale for such disposition. (5) Corrective actions, if any are warranted. (6) Notice of the complainant's right to appeal the Charter School's decision within fifteen (15) days to the CDE and procedures to be followed for initiating such an appeal. (7) For unlawful discrimination, harassment, intimidation or bullying complaints arising under state law, notice that the complainant must wait until sixty (60) days have elapsed from the filing of an appeal with the CDE before pursuing civil law remedies. (8) For unlawful discrimination, harassment, intimidation or bullying complaints arising under federal law such complaint may be made at any time to the U.S. Department of Education, Office for Civil Rights.

If an employee is disciplined as a result of the complaint, the decision shall simply state that effective action was taken and that the employee was informed of the Charter School's expectations. The report shall not give any further information as to the nature of the disciplinary action.

If the complainant is dissatisfied with the compliance officer's decision, the complainant may, within five (5) calendar days of receiving the compliance officer's decision, file a written complaint with the Charter Council. The Charter Council may consider the matter at its next regular meeting or at a special meeting convened in order to meet the sixty (60) day

time limit within which the complaint must be answered.

The Charter Council may decide not to hear the complaint, in which case, the compliance officer's decision is final.

If the Charter Council hears the complaint, the compliance officer shall send the Charter Council's decision to the complainant within sixty (60) days of ROCS' initial receipt of the complaint or within the time period that has been specified in a written agreement with the complainant.

The School shall have available to it all remedies authorized by law to remedy a complaint.

### **APPEALS TO THE CALIFORNIA DEPARTMENT OF EDUCATION**

If dissatisfied with the Charter School's decision, the complainant may appeal in writing to the CDE within fifteen (15) days of receiving the Charter School's decision. 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 the Charter School's decision.

Upon notification by the CDE that the complainant has appealed the Charter School's decision, the Superintendent or designee shall forward the following documents to the CDE: (1) A copy of the original complaint. (2) A copy of the decision. (3) A summary of the nature and extent of the investigation conducted by the Charter School, if not covered by the decision. (4) A copy of the investigation file, including but not limited to all notes, interviews, and documents submitted by all parties and gathered by the investigator. (5) A report of any action taken to resolve the complaint. (6) A copy of the Charter School's complaint

procedures. (7) Other relevant information requested by the CDE.

The CDE may directly intervene in the complaint without waiting for action by the Charter School when one of the conditions listed in Title 5, California Code of Regulations, Section 4650 exists, including cases in which the Charter School has not taken action within sixty (60) days of the date the complaint was filed with the Charter School.

## **CIVIL LAW REMEDIES**

A complainant may pursue available civil law remedies outside of ROCS' complaint procedures. Complainants may seek assistance from mediation centers or public/private interest attorneys. Civil law remedies that may be imposed by a court include, but are not limited to, injunctions and restraining orders. For unlawful discrimination, harassment, intimidation or bullying complaints arising under state law, however, a complainant must wait until 60 days have elapsed from the filing of an appeal with the CDE before pursuing civil law remedies. The moratorium does not apply to injunctive relief and is applicable only if ROCS has appropriately, and in a timely manner, apprised the complainant of his/her right to file a complaint in accordance with 5 CCR 4622.

## **COMPLIANCE OFFICER**

The Charter Council designates the following compliance officer(s) to receive and investigate complaints and to ensure the Charter School's compliance with law:

Jeanne Yttreiness  
Superintendent/Principal  
555 Leslie Street  
Ukiah, CA 95482  
Phone: (707)-467-1855  
Fax: (707) 467-1857

The Superintendent or designee shall ensure that employees designated to investigate complaints are knowledgeable about the laws and programs for which they are responsible. Designated employees may have access to legal counsel as determined by the Superintendent or designee.

Should a complaint be filed against the Superintendent, please direct the complaint to the Charter Council (Board).