

UNIFORM COMPLAINT PROCEDURES

ANNUAL NOTIFICATION

Excelsior Charter Schools complies with the state and federal laws and regulations governing educational programs. Excelsior has primary responsibility for ensuring that the center complies with state and federal laws and regulations governing educational programs. Any complaints alleging unlawful discrimination or failure to comply with state and federal in adult education, consolidated categorical aid programs, migrant education, child care and development, child nutrition programs, vocational education and special education programs will be reviewed and mediated or investigated by the center. Any individual, public agency or organizational may file a written complaint of alleged noncompliance. *Complaints alleging unlawful discrimination must be initiated no later than six months from the date when the alleged discrimination occurred or when the complainant first obtained knowledge of the facts of the alleged discrimination.*

The following is a timeline of the complaint procedures and appeals.

1. Within three days of receiving a written complaint, the compliance officer may informally discuss with the complainant the possibility of using mediation.
2. The compliance officer will hold an investigative meeting within five days of receiving the complaint, or of an unsuccessful attempt to mediate the complaint.
3. The complainant will have the opportunity to provide relevant information during the investigation. Within 30 days of receiving the complaint, the compliance officer shall prepare and send to the complainant a written report of the center's investigation and decision.
4. Complainants may also pursue civil law remedies through mediation centers, the county office of education, and public/private interest attorneys.
5. If the complainant is dissatisfied with the compliance officer's decision, he/she may, within five days, file his/her complaint in writing with the Governing Board. If the Board hears the complaint, the compliance officer shall send the Board's decision to the complainant within 60 days of the center's initial receipt of the complaint.
6. If dissatisfied with the charter's resolution of a complaint, the complainant has the right to appeal to the California Department of Education within 15 days after the center's report is issued.

In a discrimination complaint, the complainant has the right to seek legal remedies (such as court action) when at least 60 days has passed after filing an appeal with the California Department of Education.

The center follows Uniform Complaint Procedures established in Board Policy #11 and Student Policy #10. For a copy of the Uniform Complaint Procedures or assistance in filing a complaint, please call:

Center Compliance Coordinator
Assistant Superintendent of Student Services Office
(760) 245-4262
EXCELSIOR