

## Informal Uniform Complain Procedure (UCP) - Flow Chart SUSD Exhibit No. 1312.3 (1)

This flowchart outlines initial, informal procedures used to resolve complaints included in the UCP. The UCP is used for: Unlawful Discrimination (including harassment, intimidation, or bullying); Student Fee Violations; Local Control Accountability Plan (LCAP); violations of Foster/Homeless Youth Rights; and noncompliance in state and federal programs which receive categorical funding

Individual; student, parent, community member or employee alleges violation of compliance in one of the following areas; discrimination, harassment, or bullying; Unlawful student fees, Local Control Accountability Plan, violation of Homeless/Foster Youth Rights; or noncompliance with state and federal programs which receive categorical funding. [Link to complete list](#)  
PROCEED TO NEXT STEP

Complainant contacts:

- School principal – if alleged violation occurred at the school level;
- District superintendent – if alleged violation involves the principal or district level staff
- Governing board president – if alleged violation involves the superintendent

PROCEED TO NEXT STEP

Meeting is scheduled with appropriate administrative staff:

- Complainant verbally presents details of complaint
- Administrator works with complainant to seek remedy to concerns
- Remedy reached

OR

- No remedy reached

PROCEED TO NEXT STEP



Remedy reached:

- Administrator completes Informal Complaint Report
- Report is signed by administrator and complainant
- Report copy is provided to complainant and sent to district office to be placed on file.

PROCESS STOPS HERE

Complainant files formal complaint with District Compliance Officer

[Link to UCP Formal Complaint Form](#)