## Uniform Complaint Procedure (UCP) Flow Chart SUSD Exhibit No. 1312.3 (3)

Outlines Process for Complaints Alleging Unlawful Discrimination (Including harassment, intimidation, or bullying); Student Fee Violations; Local Control Accountability Plan (LCAP) Noncompliance; and Violations of Foster/Homeless Youth Rights. For a complete and comprehensive list of areas covered by the UCP, please see SUSD Board policy No. 1312.3

This document is intended to summarize the process and steps for filing Uniform Complaints that allege compliance violations or concerns under the jurisdiction of the UCP that have not been resolved through the informal process.

For complete and through explanation and detail, please refer to Administrative Regulation 1312.1

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Start	Individual alleges violation of compliance in one of the following areas: Discrimination (including harassment, intimidation or bullying); unlawful student fees, LCAP adoption and/or foster youth rights. Seeks remedy at the school level using the Informal Complaint Process (ICP) - see ICP flowchart COMPLAINT NOT RESOLVED – PROCEED TO NEXT STEP	<b>→</b>	Contact school principal to discuss concerns. Principal arranges meeting, seeking resolution and remedy to concern/compliance issue. COMPLAINT RESOLVED – PROCESS ENDS HERE
Within 180	Complainant files formal complaint using Uniform Complaint Form	<b></b>	If Complaint is sent directly to the California Department of Education (CDE) will reroute to District, inform complainant, and log complaint
3 Days	Compliance officer may offer mediation under certain circumstances	]	District, memosing and region plant
10 Days	Compliance officer opens investigation		
	Compliance officer provides complainant with the opportunity to present the information contained in the case		
11 Days	<ul> <li>Complainant may present information contained in the complaint.</li> <li>Complainant may provide any evidence or information at any time during the investigation. (informed by compliance officer)</li> </ul>		
60 Days	Investigation     District uses locally developed process to investigate and produce written findings; which are provided to complainant and accused     District notifies complainant of right to appeal to CDE	<b>→</b>	If the district resolves the complaint and no appeal is filed, process stops here
15 days	CDE Intervention  • If the complainant appeals the District decision to the CDE within 15 days of receipt of the report PROCEED TO NEXT STEP		
	<ul> <li>CDE Analyzes District Report/Complaint</li> <li>CDE receives complaint and routes it to the responsible division director who reviews complaint to determine appropriate action.</li> </ul>	<b>-</b>	If District report conclusions are upheld PROCESS STOPS HERE
	If complainant appeal meets criteria PROCEED TO NEXT STEP		
60 Days	Mediation Process  CDE staff mediates the complaint  CDE and District staff develop a possible compliance agreement  Complainant reviews agreement  NO AGREEMENT REACHED - PROCEED TO NEXT STEP	<b>→</b>	CDE management approves agreement and monitors District implementation PROCESS ENDS HERE
	<ul> <li>CDE Investigation and Report</li> <li>On-site investigation resulting in written report sent to complainant and district</li> <li>District is found to be noncompliant</li> <li>District notified of required corrective action</li> <li>CDE monitors LEA</li> </ul>	<b>→</b>	No compliance findings Complainant is notified of right to seek civil law remedies after 60 days from filing CDE appeal, with exception of injunctive relief for which moratorium doesn't apply PROCESS ENDS HERE
35 Days	If complainant or LEA makes an appeal to the Office of the Superintendent of Public Instruction, PROCEED TO NEXT STEP.	<b>-</b>	Special Education complaints appealed directly to the US Secretary of Education, Office of Special Education Programs
15 Days	The Office of the Superintendent or the State Office of Administrative Hearings will analyze the appeal (State Programs)  Complainant and LEA notified of findings.		
	United States Secretary of Education analyzes appeal for federal programs Complainant and LEA notified of findings.		