

Language Academy of Sacramento Formal Grievance/Complaint Procedures

In the event of a dispute involving an employee, family or student, submit a complaint following the procedures outlined below. PARENTS AND ADULTS (NON-LAS EMPLOYEES) ARE STRICTLY PROHIBITED FROM CONFRONTING STUDENTS DIRECTLY. Direct questions or concerns should be directed to teachers and/or school administration when deemed necessary

Grievance Filing Process

1. Parent/Public or student may submit his/her grievance in writing to the School Administration within five working days of a failed good faith effort to resolve the dispute.
 - a. *Confidentiality: Information obtained from the Complainants will be maintained in the most confidential manner possible, but in some circumstances absolute confidentiality cannot be assured.*
 - b. *Non-Retaliation: Complainants are protected against retaliation as a result of the filing of any complaints or participation in any complaint process.*
2. Within a reasonable amount of time after receipt of the written complaint, the School Administration shall schedule a meeting at a mutually convenient time and place for discussion of the complaint.
3. School Administration (or designee) will conduct further investigation of the matter at hand, write the findings and the final determination report, and share the write-up with all the parties involved.
4. Within five days after receiving the final determination report, the parent, teacher, and/or student may submit an appeal to the President of the Governing Board. The LAS Governing Board may review and modify the School Administration's final determination report, if it finds that the School Administration failed to properly follow the grievance process described above. The President or board designee shall schedule a meeting to consider such an appeal as soon as practical. Any such proceedings shall be conducted in closed sessions, unless requested otherwise by the parent, teacher, and/or student. The Governing Board's final decision shall be sent to the complainant within 60 days from receipt of the complaint by LAS. The Governing Board's final decision shall contain: 1) the findings of fact based on the evidence gathered; 2) conclusions of law; 3) disposition of the complaint; 4) the rationale for such disposition; 5) corrective actions, if they are warranted, including with respect to a pupil fee complaint, a remedy that comports with Education Code section 49013(d) and 5 CCR § 4600(u); 6) notice of the complainant's right to appeal the decision to the California Department of Education (CDE); and 7) procedures to be followed for initiating an appeal to the CDE.
5. If dissatisfied with the Governing Board's decision, the complainant may appeal in writing to the California Department of Education within 15 days of receiving the Governing Board's final decision. For good cause, the Superintendent of Public Instruction may grant an extension for filing appeals.