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Complaint Manager:

Brett Mitchell

BMitchell@creteacademy.org

323-791-1600

Dispute Resolution Procedures

2023-2024 School Year

The Board of Directors of Crete Academy have adopted policies and processes for airing and resolving internal and external disputes. Dispute resolution policies and procedures are printed in the Parent Student Handbook as well as Crete Academy Employee Handbook. The purpose of these policies and procedures is to have school community members resolve issues in-house in an amicable and fair manner whenever possible and to avoid contacting the Board of Education and the District unnecessarily. School community members include students, teachers, staff, parents, members of the Board of Directors, volunteers, partners, parties contracted for services, and collaborators. The grievance process is outlined as follows:

1. The parties involved will first discuss and attempt to resolve the issue before proceeding further.
2. If the conflict cannot be resolved with discussion, the parties involved will ask a peer to help resolve the dispute.
3. If peer conflict mediation does not resolve the situation, the parties involved will ask one of the following persons to serve as mediator, or, if mutually agreeable, as arbitrator:
 - a. Students ask a teacher or administrator
 - b. Teachers ask another teacher or an administrator
 - c. Administrative staff asks a teacher, another administrator, or the chair of the Board of Directors
 - d. Clerical or other staff ask an administrator
 - e. Parents ask another parent, the chair of the Parent Advisory Council, or the Executive Director
4. All Crete Academy faculty, staff, administrators, parents, and Board of Directors are made aware of the dispute process via the appropriate handbooks.

Crete Academy Complaint Manager is the school appointed person responsible to receive and direct the investigation of complaints, maintain records of complaints and subsequent related actions, and ensure school compliance with the law. Complaints can be filed anonymously, and Spanish translation is available by contacting the school office 323-791-1600.

Crete Academy shall annually notify in writing its students, employees, parents and guardians, and other interested parties of these procedures and the person responsible for processing complaints.

UNIFORM COMPLAINT PROCEDURES (UCP) -

The Governing Board recognizes that Crete Academy complies with all applicable state and federal laws and regulations governing educational programs. The Board shall investigate and seek to resolve complaints at the school level. The Board shall abide by the following uniform complaint procedures when addressing complaints alleging unlawful discrimination or failure to comply with the law in Adult Education, Career Technical Education, Child Development, Consolidated Programs, Indian Education, Migrant Education, Nutrition Services, Special Education and laws regarding unlawful discrimination on the basis of race, sex, sex orientation, race ethnic group orientation, color, ancestry, national origin, age, gender identity, religion, mental and physical disability. Complainants must be aware that matters listed under "Referring Complaint to Appropriate Agencies" are not issues covered by these procedures. (UCP document attached)

Designated UCP contact

Crete Academy Academy's designated UCP contact will receive and direct the investigation of UCP complaints, maintain records of complaints and subsequent related actions, and ensure Crete Academy Academy's compliance with the law. In the

Dispute Resolution Procedures

case where a complaint pertains to the Executive Director, the Board designates the Board President/Chair to receive and investigate the complaint.

Notifications

Crete Academy shall annually notify in writing students, employees, parents and guardians, advisory committees, and other interested parties of these procedures and the person responsible for processing complaints.

Complainants are hereby notified that they may have alternative civil law remedies via governmental administrative agencies, such as (federal) Office for Civil Rights, (state) Department of Fair Employment and Housing (DFEH), (federal) Equal Employment Opportunity Commission (EEOC), local bar associations, law schools, the Superintendent, or mediation services.

Filing a Complaint

A written complaint of alleged noncompliance with a federal or state law or regulation governing education programs must be filed with the compliance officer of the school. When the subject matter of a complaint is not covered by this policy, the complainant shall be advised.

Individuals who allege that they personally suffered unlawful discrimination may file complaints alleging unlawful discrimination. The complaint must be filed no later than six (6) months from the date of the alleged discrimination or when the complainant first obtained knowledge of the facts of the alleged discrimination. For good cause, the State Superintendent of Public Instruction may grant an extension of up to ninety (90) days upon written request of the complainant. If a complainant is unable to put a complaint in writing due to conditions such as illiteracy or other handicaps, school personnel shall assist in filing the complaint. The Complaint Procedure Forms are available upon request.

Mediation of Complaint

At the discretion of the compliance designee and with the consent of the parties, the compliance designee may undertake a resolution of the dispute via mediation. This step is optional. If the complainant agrees to mediation, the compliance officer shall make arrangements for this process.

Before initiating the mediation of a discrimination complaint, the compliance officer shall ensure that all parties agree to make the mediator a party to related confidential information. If the mediation process does not resolve the problem within the parameters of law, the compliance officer shall proceed with his/her investigation of the complaint.

The use of mediation shall not extend the Charter School's timelines for investigating and resolving the complaint unless the complainant agrees in writing to such an extension of time.

Investigation of Complaint

Upon receipt of the complaint, the compliance designee will give the complaint to the appropriate person who will hold investigative meetings, when necessary. Complainants and/or representatives and the school representatives may present relevant information. To ensure that all pertinent facts are made available, the compliance designee and the complainant may request other individuals to provide additional information. Complainants are protected by law from retaliation regarding participation in the complaint investigation process. Complainants are advised that while the school will make an effort to protect his/her privacy and confidentiality, investigation of his/her complaint may require disclosure of certain information to others. By filing a complaint, complainant authorizes the school to investigate and make disclosures as may be reasonably necessary to the investigation and resolution of the complaint.

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A complainant's refusal to provide the Charter School's investigator with documents or other evidence related to the allegations in the complaint, or his/her failure or refusal to cooperate in the investigation or his/her engagement in any other obstruction of the investigation, may result in the dismissal of the complaint because of a lack of evidence to support the allegation.

Written Decision

Within sixty (60) days of receiving the complaint, unless the complainant agrees in writing to an extension of time, the compliance designee shall prepare and send to the complainant a written report of the school's investigative findings, corrective action (if any) suggested resolution(s), and a rationale for the findings, along with any supporting documentation. This investigative report shall be written in English and in the language of the complainant whenever feasible or required by law.

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Complaints Not Under the Jurisdiction of the District's Uniform Complaint Procedures Process

In accordance with Section 4611 of Title 5 of the California Code of Regulations the following complaints shall be referred to the specified agencies for appropriate resolution and are not subject to these complaint procedures: Allegations of suspected child abuse shall be referred to the Los Angeles County Department of Family Children Services (DCFS) or the appropriate city police department or Los Angeles County Sheriff's Department, as applicable.

Referring Complaint Issues to Appropriate Agencies

The following complaints shall be referred to the specified agencies below for appropriate resolution and are not subject to these complaint procedures.

Allegations of child abuse:

Los Angeles County Department of Children and Family Services, 3075 West Wilshire Blvd., Los Angeles, CA. 90010 and/or Child Abuse Unit of the appropriate local law enforcement agency.

Health and Safety complaints regarding a child development program:

California State Department of Social Services, Community Care and Licensing, 6167 Bristol Parkway, Room 400, Culver City, CA 90230

Discrimination issues involving child nutrition programs:

U.S. Department of Agriculture, Food and Nutrition Service, Child Nutrition Division 3101 Park Center Drive, Alexandria, VA 22302

Employment discrimination complaints:

Department of Fair Employment and Housing (DFEH), 611 W. 6th Street, Los Angeles, CA 90017

Allegations of fraud:

shall be referred to the responsible State or Federal Department Division Director and its legal office; California Department of Education, P.O. Box 944272, Sacramento, CA 94244-2720

Depending on the nature of the complaint, the complainant may also have available civil law remedies and may consult his/her attorney. Appeal and review procedures are available. See *Appeals to the California Department of Education*.

Appeals of Executive Director's Decision to IBA Executive Board of Directors:

Persons or organizations disagreeing with IBA's Executive Director/Principal's decision, have 15 days after receipt of the report of findings (decision) to file an appeal with Crete Academy Academy's Executive Board. The appeal must be in writing and include a copy of the original complaint, as well as a copy of the Executive Director's decision and specific reasons for appealing Crete Academy Academy's decision. The appeal should be sent to:

*Crete Academy
Acting Board President
Joss Tillard
6103 Crenshaw Blvd
Los Angeles, CA 90043*



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Appeals to the California Department of Education

If a complainant is dissatisfied with the Board's decision, the complainant may appeal in writing to the California Department of Education within fifteen (15) days of receiving the Board's decision. The appeal must be in writing and must include a copy of the original complaint, as well as a copy of the local site decision provided to them. The appeal should be sent to:

**State of California Department of Education
State Superintendent of Public Instruction
P.O. Box 944272
Sacramento, CA 94244-2720**



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Dispute Resolution Procedures Uniform Complaint Procedures Form

Last, First Name: _____ Student's Name: _____ Grade: _____

Street Address: _____ City, State, Zip-code _____

For Allegation(s) of non-compliance, please check the program, activity or group your complaint refers to:

General Education Special Education Teaching Staff Administrative Staff Other

For Allegation(s) of unlawful adult-to-student, student-to-student, or non-employee discrimination or harassment, please check the basis of the unlawful discrimination/harassment described in your complaint, if applicable.

Age _____ Ancestry _____ Race _____

Religion _____ Gender _____ Color _____

Sexual Orientation (actual or perceived) _____ Disability (mental or physical) _____

Based on association with a person or group with one or more of these actual or perceived characteristics _____

Please give facts about the complaint. Provide details such as the names of those involved, dates, whether witnesses were present, etc., that may be helpful to the complaint investigator.



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Dispute Resolution Procedures

(Page 2 UCPF continued)

Have you discussed your complaint or brought your complaint to any Crete Academy personnel? If you have, to whom did you take the complaint, and what was the result?

Please provide copies of any written documents that may be relevant or supportive of your complaint.

I have attached supporting documents. Yes No

Signature: _____ Date: _____

Dispute Resolution Procedures

Mail complaint and any relevant documents to:

UCP Complaint – (use UCP Complaint form)

Hattie Mitchell

Crete Academy Charter School

6103 Crenshaw Blvd

Los Angeles, CA 90043

All other complaints – (use Internal/External Complaint form)

Brett Mitchell

Crete Academy Charter School

6103 Crenshaw Blvd

Los Angeles, CA 90043

Mail appeal and any relevant documents to:

Joss Tillard

Acting Board President

Crete Academy Charter School

6103 Crenshaw Blvd

Los Angeles, CA 90043



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Dispute Resolution External Complaint Procedures Form

Last Name: _____ First Name: _____
Street Address: _____ City, State, Zip-code _____

For Allegation(s) of non-compliance, please check the program, activity or group your complaint refers to:

General Education Special Education Teaching Staff Administrative Staff Other

For Allegation(s) of unlawful adult-to-student, student-to-student, or non-employee discrimination or harassment, please check the basis of the unlawful discrimination/harassment described in your complaint, if applicable.

Age _____ Ancestry _____ Race _____

Religion _____ Gender _____ Color _____

Sexual Orientation (actual or perceived) _____ Disability (mental or physical) _____

Based on association with a person or group with one or more of these actual or perceived characteristics _____

Please give facts about the complaint. Provide details such as the names of those involved, dates, whether witnesses were present, etc., that may be helpful to the complaint investigator.



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Have you discussed your complaint or brought your complaint to any Crete Academy personnel? If you have, to whom did you take the complaint, and what was the result?

Please provide copies of any written documents that may be relevant or supportive of your complaint.

I have attached supporting documents. Yes No

Signature: _____ **Date:** _____



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Mail complaint and any relevant documents

**Brett Mitchell
Crete Academy Charter School
6103 Crenshaw Blvd
Los Angeles, CA 90043**

Mail appeal and any relevant documents to:

**Joss Tillard – Acting Board President Crete
Academy Charter School
6103 Crenshaw Blvd
Los Angeles, CA 90043**



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Room for any additional comments?

APPENDIX B

INTERNAL COMPLAINT FORM

Your Name: _____ Date: _____

Date of Alleged Incident(s): _____

Name of Person(s) you have a complaint against:

List any witnesses that were present:

Where did the incident(s) occur?

Please describe the events or conduct that are the basis of your complaint by providing as much factual detail as possible (i.e. specific statements; what, if any, physical contact was involved; any verbal statements; what did you do to avoid the situation, etc.) (Attach additional pages, if needed):

I hereby authorize the School to disclose the information I have provided as it finds necessary in pursuing its investigation. I hereby certify that the information I have provided in this complaint is true and correct and complete to the best of my knowledge and belief. I further understand providing false information in this regard could result in disciplinary action up to and including termination.

_____ Date: _____

Signature of Complainant

Print Name

To be completed by School:

Received by: _____ Date: _____