

The following is an excerpt from the Parent Handbook:

IX. Grievance Procedures

A parent or staff member who has a complaint or concern which cannot be resolved by instructional staff should contact the director. If a conference with the director does not resolve the issue, the matter may be taken before the Governing Board at a regular board meeting. Any individual may address the board for up to three minutes at the beginning of each regularly scheduled board meeting. If the matter warrants further consideration, the board will put the matter on the agenda for discussion at the next board meeting. Legal issues may be resolved using the Uniform Complaint Procedure, as described below.

Uniform Complaint Procedure

USA shall follow uniform complaint procedures pursuant to state regulations when addressing complaints alleging unlawful discrimination or failure to comply with the law in consolidated categorical aid programs, migrant education, vocational education, child care and development programs, child nutrition programs, pupil fees, and special education programs (cf /Ed. Code 35160.5, Title 5, Section 4600-4671). If any of these programs are being contracted out to the Del Norte Unified School District or the Del Norte County Office of Education, the complaint will be directed to the appropriate party at the district or county level.

The Director is the Uniform Complaint Officer for USA.

The Uniform Complaint Procedures steps are described below:

1. Voice complaint at an official meeting with the Director. The Director will make a written memo of your complaint and try to resolve the issue.
2. If the issue requires an investigation, the investigation will be conducted within 5 working days of the meeting.
3. You may have a chance to meet with others to resolve the issue, if appropriate.
4. You will receive a written report regarding the disposition of the complaint within 20 working days of voicing an official complaint.
5. A written report of the findings shall include:
 - a. Findings and disposition of the complaint, including corrective actions.
 - b. Rationale for disposition;
 - c. Notice of complainant's right to appeal within 15 days the decision to the California Department of Education;
 - d. Detailed statement of all specific issues that were brought up during the investigation and the extent to which these issues were resolved.
6. If you are not satisfied with the outcome of the investigation, you may appeal the decision to the California Department of Education (CDE) (within 15 days of receiving the final written report. In your CDE appeal, you must specify the reason(s) for your appeal, include copies of your original complaint and letter, and a copy of USA's decision. Contact information for CDE is as follows:

Contact information for California Department of Education:

Categorical Programs Complaints Management Unit, CDE
1430 N Street, Suite 5408
Sacramento, CA 95814
(916) 319-0929

7. The complainant has the right to pursue any civil law remedies that may be available under state or federal discrimination laws, if applicable.