



NEW DESIGNS CHARTER SCHOOLS

1342 West Adams, Los Angeles, CA 90007

Tel: (323) 730-0330 Fax: (323) 731-1228

www.newdesignscharter.org

Accredited by Western Association of Schools and Colleges for 6th-12th Grade

Stakeholder complaint procedures for complaints outside regulatory scope of UCP.

General Information

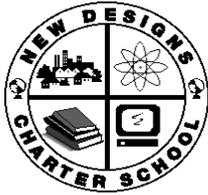
New Designs Charter School-University Park (hereinafter referred to as New Designs Charter) is committed to providing timely responses to questions and taking prompt, decisive action when concerns are brought forth by any of our stakeholders. In every instance, we respond to inquiries in accordance with the law and all relevant district policies and procedures.

While most complaints would be addressed by the Uniform Complaints Procedures (UCP), not all complaints, however, fall under the scope of the UCP. Many concerns are the responsibility of the LEA, and these include:

- classroom assignments,
- common core,
- grades,
- graduation requirements,
- hiring and evaluation of staff,
- homework policies and practices,
- provision of core curricula subjects,
- student advancement and retention,
- student discipline,
- student records,
- the Bagley-Keene Open Meeting Act,
- the Brown Act, and
- other general education requirements.

New Designs Charter uses its local complaint procedures to address such complaints not under the purview of the UCP. Certain complaints are referred to other agencies for resolution and are not subject to the UCP These include:

- Allegations of child abuse are referred to County Departments of Social Services, Protective Services Divisions, or appropriate law enforcement agency.
- Health and safety complaints regarding a Child Development Program are referred to the Department of Social Services for licensed facilities, and to the appropriate Child Development regional administrator for licensing-exempt facilities.



NEW DESIGNS CHARTER SCHOOLS

1342 West Adams, Los Angeles, CA 90007

Tel: (323) 730-0330 Fax: (323) 731-1228

www.newdesignscharter.org

Accredited by Western Association of Schools and Colleges for 6th-12th Grade

- Employment complaints are sent to the California Department of Fair Employment and Housing.
- Allegations of fraud are referred to the responsible Division Director at the California Department of Education (CDE).

All problems or concerns should first be directed to the individual(s) involved in an attempt to resolve differences at the lowest level. For example, if you have a concern about a classroom or a teacher, it should be directed to the teacher first. If you have a concern about the school, it should be directed to the principal and so forth.

If the problem or concern is unresolved, it is essential that the site supervisor or principal be included in the process. If the problem or concern cannot be resolved with the site supervisor or principal, you may address your concern with the Director of Human Resources, who will assist in facilitating a resolution.

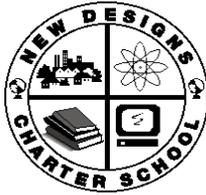
More information on the UCP is available on the school website and a copy can be obtained from the Main Office.

Educational Services Office

The Educational Services Office is available to facilitate the process for students and their families, staff and community members to ask questions or voice concerns related to the educational programs and services of New Designs Charter School.

The Educational Services Office will answer your questions, provide assistance in the resolution of your concern or direct you to the appropriate person or department for assistance in resolution of your concern. When a formal complaint is filed alleging a violation of school or district policy or procedure, The Educational Services Office will review your complaint and if warranted, will conduct an investigation and provide a response within 30 days of the receipt of the complaint. The Office will also ensure that formal complaints not under the purview of the office are referred to the appropriate person or department responsible for receiving or investigating such complaints.

What is a concern?



NEW DESIGNS CHARTER SCHOOLS

1342 West Adams, Los Angeles, CA 90007

Tel: (323) 730-0330 Fax: (323) 731-1228

www.newdesignscharter.org

Accredited by Western Association of Schools and Colleges for 6th-12th Grade

A concern indicates a level of dissatisfaction in regard to a person or service within the organization and a request for information and/or resolution.

What is a complaint?

A complaint is a formal request to investigate allegations of non-compliance with school or district policy, procedure or statute. A formal complaint is a written statement, signed and verified under the penalty of perjury, by a complainant on forms provided by the school or district which alleges a specific violation, by a school employee, of a school or district policy, procedure or statute.

For family/staff/community concerns and complaints that cannot be resolved at the source, please contact our Educational Services Office by email, phone, mail or fax as detailed below.

Dr. Hazel Rojas - Director of Educational Services

New Designs Charter School

1342 W. Adams Blvd

Los Angeles, CA 90007

Email: hazel.rojas@newdesignscharter.net

Phone: (323) 730-0330

Fax: (323) 731-1228