STEP 4:
If you are not satisfied with the results of Steps 1, 2, or 3, you may appeal LACOE’s decision to the California Department of Education (CDE). You must send the appeal in writing within 15 days of receiving LACOE’s decision. You must specify the reason(s) for your appeal, include copies of your original complaint and letter, and a copy of LACOE’s decision.

California Department of Education
Complaints Management Services, CDE
P.O. Box 944272, Sacramento, CA 94244-2720
916/ 319-0929

Civil Law Remedies
A complainant may pursue available civil law remedies outside of the district’s complaint procedures. Complainants may seek assistance from mediation centers or public/private interest attorneys. Civil law remedies that may be imposed by a court include, but are not limited to, injunctions and restraining orders. For discrimination complaints, however, a complainant must wait until 60 days have elapsed from the filing of an appeal with the California Department of Education before pursuing civil law remedies.

The moratorium does not apply to injunctive relief and is applicable only if the district has appropriately, and in a timely manner, apprised the complainant of his/her right to file a complaint in accordance with the California Code of Regulations, Title 5, Section 4622 (EC 262.3).

Williams/Valenzuela Uniform Complaint Procedure
A complainant may file a complaint specifically addressing the sufficiency of instructional materials, emergency and urgent facility needs, and teacher vacancy and misassignment issues by obtaining a Williams Uniform Complaint Procedure directly from the Site Principal, or Compliance Support Services.

National School Lunch and Breakfast Program (NSLBP)
Parents who have specific concerns or disagree with a decision regarding their child’s eligibility status may file an appeal with a hearing official. An appeal may be filed by calling or in writing. The hearing official is:

William S. Gee, Ed.D. • 562/803-8338
Anna Whalen • 562/803-8474 • Clark Bldg, #211

Policies you may be interested in:
- **Student Policies**: Nondiscrimination, Freedom of Expression, Student Sexual Harassment, Student Complaints, Student Records, Privacy, Uniform Complaint Procedure, Williams Complaint Procedure, Student Conduct, Suspensions and Expulsions
- **Personnel Policies**: Nondiscrimination, Harassment, Sexual Harassment, Complaint Resolution, Uniform Complaint Procedures
- **General Policies**: 8000 Series (School-Community Relations) Policies maybe reviewed at: www.lacoe.edu under the Board Of Education tab.

LACOE Contacts for Complaints

Student Complaints:
Federal Office for Civil Rights (FOCR), Uniform Complaint Procedure and Title IX complaints
William S. Gee, Ed.D., project director III
Compliance Support Services

Williams Uniform Complaint Procedure:
Contact your Site Principal for a Williams Uniform Complaint Form

Personnel-Related Complaints:
LACOE Employee Relations, 562/ 922-6552

Other Types of Complaints:
IA&A, LACOE, 888/ 777-8242

To file directly with the Federal Office for Civil Rights regarding alleged discrimination, including sexual harassment:
U.S. Department of Education
Federal Office for Civil Rights
50 United Nations Plaza, Rm. 239
San Francisco, CA 94102 • 415/ 556-4275

The Los Angeles County Office of Education (LACOE) prohibits discrimination and alleged violations of federal or state laws or regulations in all of its programs and activities.
Participant Information on Voicing Concerns or Complaints

You are encouraged to voice your concerns/complaints. Comments will be kept confidential to the extent of the law, and there is no retaliation for coming forward.

LACOE is primarily responsible for compliance with federal and state laws and regulations.

LACOE takes employee complaints seriously and processes them in a fair, consistent and timely manner.

This information is provided to you free of charge to help you with any concerns or complaints you may have. The first section, Definitions, describes various terms used in this brochure. The second section, LACOE Contact Information, lists helpful information for the reporting process. Finally, Voicing Your Concern/Complaint explains the four-step process to resolution.

### I. Definitions

1. **LACOE**: Los Angeles County Office of Education
2. **LACOE participant**: any individual involved in LACOE programs, activities or operations. The individual may be a student, staff member, parent/guardian, volunteer, contractor or guest.
3. **LACOE program**: an educational program conducted by LACOE. Includes divisions of Student Programs, Special Education, Head Start, Bilingual/LEP programs, Title I, Vocational Education, Migrant Education, Child & School Nutrition, School Improvement, etc.
4. **LACOE activity**: an event or extracurricular group sponsored by LACOE.
5. **LACOE operations**: internal functions of LACOE, including administrative, business and employment processes.
6. **Concern**: an identified problem that is not necessarily a violation of state or federal laws or regulations. Concerns may be resolved informally.
7. **Complaint**: a written statement regarding how a LACOE program or activity is run or how a LACOE participant was treated while involved in a LACOE program or activity. A complaint alleges a violation of state or federal laws or regulations or LACOE policy. Complaints point to specific actions, behaviors or practices (and dates/places/situations) that are violations, including claims of discrimination.
8. **Discrimination**: different treatment on the basis of age, disability, ethnicity, gender (including sexual harassment), language, national origin/geographic area, race, religion, sexual orientation or socioeconomic status.
9. **Treatment**: how you, as a LACOE participant, are treated by LACOE in, for example, classes, services, contracts and career/educational opportunities.
10. **LACOE policy, rule, or regulation**: what LACOE follows in conducting programs, activities and operations. You may request a copy of these documents by contacting LACOE staff or the Communications Department, 562/922-6369.
11. **Federal or state law or regulation**: a law or regulation enacted by the United States or California government.

### II. LACOE Contact Information

Los Angeles County Office of Education
9300 Imperial Highway, Downey, CA 90242
562-922-6111 • www.lacoe.edu
Arturo Delgado, Ed.D., superintendent

Specific Programs
- Student Programs, Perry Wiseman, Ed.D., director
- Regional Occupational Program, Jimmy Benavides, director
- Special Education, Kim Hopko, director
- Head Start, Keesha Woods, director

Assistant Superintendents
- Business Services, Alex Cherniss, Ed.D.
- Educational Programs, Cuauhtemoc Avila, Ed.D.
- Educational Services, Yolanda M. Benitez
- Human Resource Services, Darren McDuffie, Ed.D.

### III. Voicing Your Concern/Complaint

**STEP 1:**
Speak with a LACOE staff member at the site/division in question. You may request a copy of the LACOE complaint resolution policy that addresses your concern/complaint. Staff will try to resolve the issue with you at this step within five (5) working days and will investigate where appropriate or required by policy.

**STEP 2:**
If Step 1 is unsatisfactory, or if you choose to start here, put your concern/complaint in writing to the compliance support services project director. The project director’s name and telephone number are available upon request. If you have difficulty writing, a LACOE staff member will assist you. The director will try to resolve the issue with you within thirty (30) working days and will investigate where appropriate or where required by policy.

**STEP 3:**
If Step 2 proves unsatisfactory, or if you choose, you may send a letter to the appropriate Assistant Superintendent along with a copy of your Step 2 written concern/complaint, if available. The Assistant Superintendent will launch an investigation within five (5) working days of receiving your letter. The investigation and report will be completed within sixty (60) calendar days of the Assistant Superintendent receiving your letter, unless this is an initial investigation of a complaint of discrimination involving a student, which shall be completed within twenty (20) calendar days.

The investigator may conduct interviews, review documents and visit the site, as appropriate, to resolve the complaint. You may have the opportunity to meet with others involved to resolve the issue. The investigator will prepare a written report with facts and recommendations for resolution of your complaint, including possible actions and copies of all documents.

Discrimination complaints must be filed with the Local Education Agency (LEA) or the California Department of Education (CDE) by a person harmed or by a person on behalf of others. These complaints must be filed no later than six months from the occurrence or when they are first acknowledged. The LEA and the CDE must protect the confidentiality of the parties and the facts related to the case.