

Non-Retaliation

The ICEF Public Schools prohibits any form of retaliation against any complainant in the complaint process, including but not limited to a complainant's filing of a complaint or the reporting of instances of discrimination. Such participation shall not in any way affect the status, grades or work assignments of the complainant.

Compliance Officers

The Director of Community Relations is ICEF's designee to receive and investigate complaints and to ensure the ICEF Public Schools' compliance with law. The Director shall ensure that anyone designated to assist in investigating complaints are knowledgeable about the laws and programs for which they are responsible. If the complaint is not resolved at this initial level, the Senior Directors will take over complaint process. In the case that does not find a remedy to the complainant seeks and appeal, the complaint will be addressed by the Executive Team. Should no resolution be found at this level, the complainant will have the right to address the issue with the Board of Directors assigned to the school.

Notifications

The School Director or designee shall annually provide written notification of the ICEF Public Schools' uniform complaint procedures to students, employees, parents/guardians, the Governing Board, appropriate private officials or representatives, and other interested parties.

The School Director or the DCR shall make available copies of the ICEF Public Schools' uniform complaint procedures free of charge. The notice shall:

1. Identify the person(s), position(s), or unit(s) responsible for receiving complaints.
2. Advise the complainant of any civil law remedies that may be available to him/her under state or federal discrimination laws, if applicable.
3. Advise the complainant of the appeal process pursuant to Education Code Section 262.3, including the complainant's right to take the complaint directly to the California Department of Education ("CDE") or to pursue remedies before civil courts or other public agencies.
4. Include statements that:
 - a. The ICEF Public Schools is primarily responsible for compliance with state and federal laws and regulations;
 - b. The complaint review shall be completed within sixty (60) business days from the date of receipt of the complaint unless the complainant agrees in writing to an extension of the timeline;
 - c. An unlawful discrimination complaint must be filed not later than six (6) months from the date the alleged discrimination occurs, or six (6) months from the date the complainant first obtains knowledge of the facts of the alleged discrimination;
 - d. The complainant has a right to appeal the ICEF Public Schools' decision to the CDE by filing a written appeal within fifteen (15) business days of receiving the ICEF Public Schools' decision; and
 - e. The appeal to the CDE must include a copy of the complaint filed with the ICEF Public Schools and a copy of the ICEF Public Schools' decision.

Procedures for Filing a Complaint

The following procedures shall be used to address all complaints which allege that the ICEF Public Schools has violated federal or state laws or regulations governing educational programs. Director of Community Relations shall maintain a record of each complaint and subsequent related actions. All parties involved in allegations shall be notified when a complaint is filed, when a complaint meeting or hearing is scheduled, and when a decision or ruling is made.

Step 1: Filing of Complaint

Any individual, public agency or organization may file a written complaint of alleged noncompliance by the ICEF Public Schools. A complaint alleging unlawful discrimination shall be initiated no later than six (6) months from the date when the alleged discrimination occurred, or six (6) months from the date when the complainant first obtained knowledge of the facts of the alleged discrimination. A complaint may be filed by a person who alleges that he/she personally suffered unlawful discrimination or by a person who believes that an individual or any specific class of individuals has been subjected to unlawful discrimination. The complaint shall be presented to the

compliance officer who shall maintain a log of complaints received, providing each with a code number and date stamp. If a complainant is unable to put a complaint in writing due to conditions such as a disability or illiteracy, ICEF Public Schools staff shall assist him/her in the filing of the complaint. The complainant will submit a written complaint to: Director of Community Relations, ICEF Public Schools-Home Office, 5120 W. Goldleaf Circle Drive, Suite 350, Los Angeles, CA 90056.

Step 2: Mediation

Within three (3) business days of receiving the complaint, the Director of Community Relations (DCR) may informally discuss with the complainant the possibility of using mediation. If the complainant agrees to mediation, the DCR 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 precede with his/her investigation of the complaint. The use of mediation shall not extend the ICEF Public Schools' timelines for investigating and resolving the complaint unless the complainant agrees in writing to such an extension of time.

Step 3: Investigation of Complaint

The DCR is encouraged to hold an investigative meeting within five (5) business days of receiving the complaint or an unsuccessful attempt to mediate the complaint. This meeting shall provide an opportunity for the complainant and/or his/her representative to repeat the complaint orally. The complainant and/or his/her representative shall have an opportunity to present the complaint and evidence or information leading to evidence to support the allegations in the complaint. A complainant's refusal to provide the DCR 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. The ICEF Public Schools' refusal to provide the investigator with access to records and/or other information related to the allegation in the complaint, or its failure or refusal to cooperate in the investigation or its engagement in any other obstruction of the investigation, may result in a finding, based on evidence collected, that a violation has occurred and may result in the imposition of a remedy in favor of the complainant.

Step 4: Response

- **OPTION 1:** Unless extended by written agreement with the complainant, the DCR shall prepare and send to the complainant a written report of the ICEF Public Schools' investigation and decision, as described in Step #5 below, within Thirty (30) business days of the ICEF Public Schools' receipt of the complaint.
- **OPTION 2:** Within thirty (30) business days of receiving the complaint, the DCR shall prepare and send to the complainant a written report of the ICEF Public Schools' investigation and decision, as described in Step #5 below. If the complainant is dissatisfied with the DCR's decision, he/she may, within five business days, file his/her complaint in writing with the Board. The Board may consider the matter in a closed Board session at the time of its next regular Board meeting. The Board may, at its discretion, decide not to hear the complaint, in which case the DCR's decision shall be final. If the Board hears the complaint, the DCR shall send the Board's decision to the complainant within twenty (20) business days from the decision of the Board.

Step 5: Final Written Decision

The ICEF Public Schools' decision shall be in writing and sent to the complainant. The ICEF Public Schools' decision shall be written in English and in the language of the complainant whenever feasible or as required by law. For discrimination complaints arising under federal law such complaint may be made at any time to the U.S. Department of Education, Office for Civil Rights.

If an employee is disciplined as a result of the complaint, the decision shall simply state that effective action was taken. The report shall not give any further information as to the nature of the disciplinary action.

Failure to Comply

Any ICEF employee who is found to have purposely or recklessly violated any of these policies will be subject to disciplinary action.



UNIFORM COMPLAINT REPORTING FORM

Name (Last)	(First)	(M.I.)	
Student's Name –If Applicable(Last)	(First)	(M.I.)	Date Of Birth
Address:			Phone
City:	State:	Zip:	MOBILE:
School Name/Office Of Alleged Violations:			HOME:
WORK:			
<p>For allegation(s) of unlawful Discrimination/harassment, please check the basis of the unlawful discrimination/harassment described in your complaint, if applicable:</p> <p> <input type="checkbox"/> Age † <input type="checkbox"/> Ethnic Group Identification † <input type="checkbox"/> Religion † <input type="checkbox"/> Ancestry † <input type="checkbox"/> Gender † <input type="checkbox"/> Sex (Actual or Perceived) <input type="checkbox"/> Color † <input type="checkbox"/> National Origin † <input type="checkbox"/> Sexual Orientation (Actual or Perceived) <input type="checkbox"/> Disability (Mental or Physical) <input type="checkbox"/> Race † </p> <p><input type="checkbox"/> Based on Association with a person or group with one or more of these actual or perceived characteristics.</p>			
<p>Question 1: Please give facts about the complaint. Provide specific details such as the names of those involved, dates, whether witness were present, location, etc., which may be helpful to the complaint. (Attach additional pages if necessary)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>			
<p>Question 2:</p> <p>Have you discussed your complaint or brought your complaint to any ICEF Public School personnel?</p> <p><input type="checkbox"/> Yes † <input type="checkbox"/> No</p> <p>If yes, to whom did you take the complaint, and what was the result?</p>			
<p>Question 3: Please provide copies of any written documents that may be relevant or supportive of your complaint.</p> <p>I have attached supporting documents. † <input type="checkbox"/> Yes † <input type="checkbox"/> No</p>			

X

COMPLAINANT NAME (PRINT)
COMPLAINANT SIGNATURE
DATE

*Mail Complaint to: ICEF Public Schools, Attention: Senior School Director
 Address: 5120 W. Goldleaf Circle, Suite 350, Los Angeles, CA 90056*