

CONCERNS AND COMPLAINTS PROCESS

We encourage students, parents, and staff to discuss their concerns and complaints through informal conferences with the appropriate teacher, principal, or other campus staff. Concerns should be expressed as soon as possible to allow early resolution at the lowest possible administrative level, as follows:

Step 1- Meeting/discussion with the specific staff member

Step 2- Meeting/discussion with the person's supervisor (if applicable)

Step 3- Meeting/discussion with the Principal or other school leader

Step 4- Meeting/discussion with the LA Area Superintendent or Associate Superintendent

Step 5- Meeting/discussion with the Aspire Board of Directors

All contact information is available in the school office, and this procedure is clearly outlined on a large yellow poster in both English and Spanish which is located in the school office.

If an informal conference regarding a concern fails to reach an outcome which is satisfactory to the staff member, student, or parent, he/she may initiate the formal process by filing a written complaint. The Uniform Complaint Policy and Form are available in the Parent Handbook. Even after initiating the formal complaint process, students and parents are encouraged to seek informal resolution of their concerns. A student or parent whose concerns are resolved may withdraw a formal complaint at any time.

Please review the Uniform Complaint Policy in LAUSD Oversight Binder #1, Tab 11, for detailed information.