

How to Submit a Complaint:

Any person, organization, or public agency may mail or fax a written complaint to:

Name or title: Patricia Gould, Principal
Unit or office: N.E.W. Academy Canoga Park
Address: 21425 Cohasset St., Canoga Park, CA 91303
Phone: 818 710-2640 **Fax:** 818 710-2654
E-mail address: pgould@nacpdolphins.org

Any person with a disability or who is unable to prepare a written complaint can receive assistance from the site administrator/designee or by calling the NACP Office at (818) 710-2640.

NACP assures confidentiality to the maximum extent possible. Complainants are protected from retaliation. NACP prohibits retaliation against anyone who files a complaint or participates in the complaint investigation process.

Pursuant to E.C. §262.3, Complainants are advised civil law remedies may also be available under state or federal discrimination, harassment, intimidation, and/or bullying laws.

A copy of NACP's UCP policy and complaint procedures shall be available free of charge.

For questions regarding UCP, contact NACP Office at (818) 710-2640.

The 60-day timeline for investigation and NACP response shall begin when

Complaint Investigation and Response:

Each complaint is investigated by the appropriate designee at NACP. The investigation and NACP's response:

1. Provides an opportunity for complainant and NACP personnel to present information relevant to the complaint
2. Obtains relevant information from other persons or witnesses who can provide evidence
3. Reviews related documents
4. Results in a written Report of Findings in English, or in the primary language of the complainant, which contains the investigative findings and NACP's decision, including corrective action(s), if any, and suggested remedies, if applicable
5. Concludes the investigation within 60 days from the date of receipt of the written complaint, unless the complainant agrees in writing to extend the investigative timeline
6. Notifies the person or organization of appeal procedures

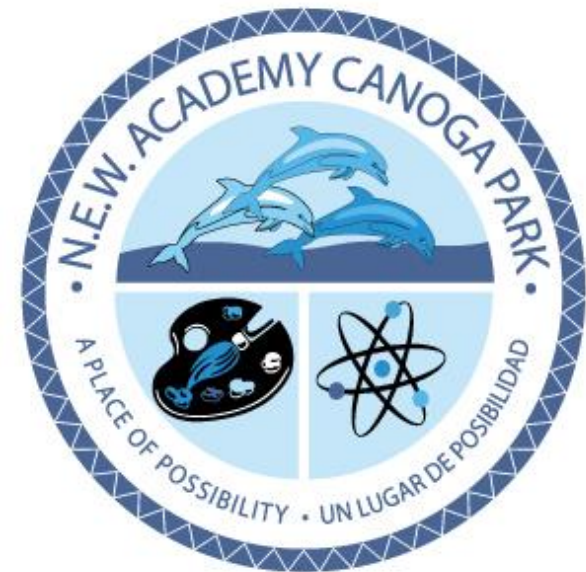
How to Appeal:

Persons or organizations disagreeing with the investigative findings and NACP's decision, or local site decisions involving Title VI or Title IX, have 15 days after receipt of the Report of Findings to file an appeal.

The appeal must be in writing and include a copy of the original complaint, as well as a copy of NACP's decision. The appeal should be sent to:

**California Department of Education
1430 N Street
Sacramento, CA 95814**

Uniform Complaint Procedure (UCP)



**N.E.W. Academy
Canoga Park
(NACP)
(818) 710-2640**

Why This Brochure?

NACP has the primary responsibility to ensure compliance with applicable state and federal laws and regulations, and shall investigate complaints alleging failure to comply with those laws and regulations including those alleging discrimination, harassment, intimidation, and/or bullying; unauthorized charging of pupil fees for educational activities; noncompliance with physical education instructional minutes at specified grade levels; noncompliance with education provisions for pupils in foster care and pupils who are homeless; provision of courses without educational content and previously completed/graded courses sufficient for satisfying requirements/prerequisites for postsecondary education and receipt of a diploma, except under specified conditions; failure to reasonably accommodate lactating students; and failure to comply with legal requirements pertaining to the Local Control Accountability Plan (LCAP). NACP shall seek to resolve those complaints in accordance with the procedures set out in California Code of Regulations §§4600-4687 and the policies and procedures of the school, including allegations of retaliation for participation in the UCP process and/or to appeal NACP's decisions regarding such complaints.

Protected Characteristics Covered under UCP:

Allegations of discrimination, harassment, intimidation, and/or bullying of students based on protected characteristics, set forth in Penal Code §422.55 and Education Code (E.C.) §220, include actual or perceived sex, sexual orientation, gender, gender identity, gender expression, race or ethnicity, ethnic group identification, ancestry, nationality, national origin, religion, color, mental or physical disability, age, or on the basis of a person's association with a person or group with one or more of these actual or perceived categories, in any program or activity it conducts or to which it provides significant assistance. Complaints of discrimination, harassment, intimidation, and/or bullying must be filed within

six months from the date the alleged incident occurred or the date when knowledge of the facts of the alleged incident was first obtained.

Programs under UCP:

1. Discrimination, harassment, intimidation, and/or bullying a. Employee-to-student, Student-to-student, Third party to student
b. May include allegations of failure to provide reasonable accommodations for lactating students

2. Programs that use categorical funds
a. Adult Education
b. After School Education and Safety
c. Agricultural Vocational Education
d. American Indian Education Centers and Early Childhood Education Program Assessments
e. Bilingual Education
f. California Peer Assistance and Review Programs for Teachers
g. Career Technical and Technical Education and Career Technical and Technical Training
h. Child Care and Development
i. Child Nutrition
j. Consolidated Categorical Aid Programs
k. Economic Impact Aid
l. Every Student Succeeds Act
m. Foster and Homeless Youth Services [The NACP shall post a standardized notice of the educational rights of foster and homeless youth, as specified in E.C. §§48853, 48853.5, 49069.5, 512225.1, 51225.2; the notice shall include complaint process information, as applicable.]
n. Migrant Education
o. No Child Left Behind Act (2001) programs, including but not limited to, improving academic achievement, compensatory education, limited English proficiency, and migrant education
p. Regional Occupational Centers and Programs
q. School Safety Plans
r. Special Education
s. State Preschool
t. Tobacco-Use Education

3. Unauthorized Charging of Pupil Fees, per E.C. §49011 and §5 of Article IX of the California Constitution, for Educational Activities

a. NACP pupils shall not be required to pay pupil fees for participation in educational activities
b. Supplies, materials, and equipment needed to participate in educational activities shall be provided to pupils free of charge

A pupil shall not be required to pay a pupil fee for participation in an educational activity, unless the charge for such a fee is specifically authorized by law and does not violate E.C. §49011. A pupil fee complaint shall be filed no later than one year from the date the alleged violation occurred. A complaint may be filed anonymously if it provides evidence or information leading to evidence to support an allegation of noncompliance. NACP will attempt in good faith to engage in reasonable efforts to identify and fully reimburse all pupils, parents/guardians, who paid a pupil fee within one year prior to the filing of the complaint

4. Failure to comply with legal requirements as to development, adoption and annual update of the LCAP, which includes identification of annual goals, actions to implement goals, and measuring student subgroup progress across indicators based on the States' eight priorities and aligned with the NACP's spending plan. A complaint may be filed anonymously if it provides evidence/information leading to evidence to support the complaint.

5. Enrollment in Courses without Educational Content and Previously Completed or Graded Courses Sufficient for Satisfying Requirements or Prerequisites for Postsecondary