



**LOS ANGELES UNIFIED SCHOOL DISTRICT
PARENT RESOURCE NETWORK
RESOLVED CASE SUMMARY
From 07/01/2011 to 06/30/2012**

Unit	Concern
CRU/PRN	938
E	126
N	95
P	62
Q	60
S	44
T	25
W	93
Grand Total	1,443



DIVISION OF SPECIAL EDUCATION
Complaint Response Unit /Parent Resource Network

COMPLAINT RESPONSE TIME

7/1/2011 To 6/30/2012

Print Date: 8/14/2012

TOTAL NUMBER OF COMPLAINTS: 1451

All local districts lawfully responded to parent concerns as follows:

- a) **75.12** % (1090) of complaints were responded to within 5 working days
 - b) **89.52** % (209) of complaints were responded to within 10 working days
 - c) **97.31** % (113) of complaints were responded to within 20 working days
 - d) **99.86** % (37) of complaints were responded to within 30 working days
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- e) **0.14** % (2) of complaints were not responded to



DIVISION OF SPECIAL EDUCATION
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COMPLAINT RESPONSE TIME

7/1/2011 To 6/30/2012

Print Date: 8/14/2012

TOTAL NUMBER OF COMPLAINTS: 390

District E lawfully responded to parent concerns as follows:

- a) **67.18** % (262) of complaints were responded to within 5 working days
 - b) **86.67** % (76) of complaints were responded to within 10 working days
 - c) **95.90** % (36) of complaints were responded to within 20 working days
 - d) **99.74** % (15) of complaints were responded to within 30 working days
-
- e) **0.25** % (1) of complaints were not responded to



DIVISION OF SPECIAL EDUCATION
Complaint Response Unit /Parent Resource Network

COMPLAINT RESPONSE TIME

7/1/2011 To 6/30/2012

Print Date: 8/14/2012

TOTAL NUMBER OF COMPLAINTS: 276

District N lawfully responded to parent concerns as follows:

- a) **73.19** % (202) of complaints were responded to within 5 working days
- b) **89.86** % (46) of complaints were responded to within 10 working days
- c) **97.10** % (20) of complaints were responded to within 20 working days
- d) **100.00** % (8) of complaints were responded to within 30 working days



**DIVISION OF SPECIAL EDUCATION
Complaint Response Unit /Parent Resource Network**

COMPLAINT RESPONSE TIME

7/1/2011 To 6/30/2012

Print Date: 8/14/2012

TOTAL NUMBER OF COMPLAINTS: 174

District **P** lawfully responded to parent concerns as follows:

- a) **96.55** % (168) of complaints were responded to within 5 working days
- b) **98.85** % (4) of complaints were responded to within 10 working days
- c) **100.00** % (2) of complaints were responded to within 20 working days



DIVISION OF SPECIAL EDUCATION
Complaint Response Unit /Parent Resource Network

COMPLAINT RESPONSE TIME

7/1/2011 To 6/30/2012

Print Date: 8/14/2012

TOTAL NUMBER OF COMPLAINTS: 153

District S lawfully responded to parent concerns as follows:

- a) **71.90** % (110) of complaints were responded to within 5 working days
- b) **88.24** % (25) of complaints were responded to within 10 working days
- c) **96.73** % (13) of complaints were responded to within 20 working days
- d) **100.00** % (5) of complaints were responded to within 30 working days



**DIVISION OF SPECIAL EDUCATION
Complaint Response Unit /Parent Resource Network**

COMPLAINT RESPONSE TIME

7/1/2011 To 6/30/2012

Print Date: 8/14/2012

TOTAL NUMBER OF COMPLAINTS: 35

District T lawfully responded to parent concerns as follows:

- a) **85.71** % (30) of complaints were responded to within 5 working days
- c) **100.00** % (5) of complaints were responded to within 20 working days



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COMPLAINT RESPONSE TIME

7/1/2011 To 6/30/2012

Print Date: 8/14/2012

TOTAL NUMBER OF COMPLAINTS: 98

District **Q** lawfully responded to parent concerns as follows:

- a) **87.76** % (**86**) of complaints were responded to within 5 working days
- b) **97.96** % (**10**) of complaints were responded to within 10 working days
- c) **100.00** % (**2**) of complaints were responded to within 20 working days



**DIVISION OF SPECIAL EDUCATION
Complaint Response Unit /Parent Resource Network**

COMPLAINT RESPONSE TIME

7/1/2011 To 6/30/2012

Print Date: 8/14/2012

TOTAL NUMBER OF COMPLAINTS: 325

District W lawfully responded to parent concerns as follows:

- a) **71.38** % (232) of complaints were responded to within 5 working days
 - b) **86.15** % (48) of complaints were responded to within 10 working days
 - c) **96.92** % (35) of complaints were responded to within 20 working days
 - d) **99.69** % (9) of complaints were responded to within 30 working days
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- e) **0.31** % (1) of complaints were not responded to



DIVISION OF SPECIAL EDUCATION
Complaint Response Unit /Parent Resource Network

COMPLAINT RESPONSE RESULTS

7/1/2011 To 6/30/2012

Print Date: 8/14/2012

- a) Districtwide number for cases not resolved within 30 working days:
- b) Identification number and information for cases not resolved within 30 working days: