



**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
<b>Grand Total</b>	<b>1,443</b>



**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



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**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: 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
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- e) **0.25** % ( 1 ) of complaints were not responded to



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**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



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**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



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**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



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**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





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**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



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**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: