

REF-6620.0
November 2015

LOS ANGELES UNIFIED SCHOOL DISTRICT
Division of Special Education

ATTACHMENT A

**SAMPLE NOTIFICATION LETTER
SCHOOL LETTERHEAD**

Date:

Dear Parent(s)/Guardian(s):

The District is required to ensure it has no systemic issues that would prevent the District from being in substantial compliance with special education legal requirements in accordance with the Modified Consent Decree. As part of this requirement, the District has a process in place for receiving and resolving alleged compliance complaints. This process allows caregivers and members of the community to contact the School and Family Support Services (SFSS) with special education concerns or complaints. As part of the process, the SFSS initiates investigations and facilitates resolutions in a timely manner with the capacity to collect and maintain data on issues and resolutions of complaints.

The SFSS manages the work of the District's Special Education Call Center and Complaint Response Unit (CRU) to ensure that procedures and protocols for addressing inquiries, concerns, and complaints are followed and issues are addressed in a timely manner. The SFSS services can be accessed as follows:

Written communication	Division of Special Education - SFSS 333 S Beaudry Ave., 18 th Floor Los Angeles, CA 90017
Email	spedsfss@lausd.net
Telephone (Monday-Friday 7:00 am -5:00 pm)	1-213-241-6701 or 1-800-933-8133
Fax	1-213-241-5168
TTY	1-213-241-2511

SFSS is responsible for promptly responding to parent inquiries, resolving concerns, and mediating complaints related to special education. On behalf of the District, the SFSS will provide parents with a written response to a submitted alleged complaint, when applicable, that satisfies the District's legal obligations.

The SFSS has established timelines to provide a lawful response letter for alleged "complaints" (or violations of special education law) to complainant within 5-15 days. SFSS staff understands the importance of promptly responding to parents' complaints.

The SFSS is committed to providing parents an opportunity to resolve alleged complaints without the need to resort to external complaint and due process mechanisms.

Knowledgeable SFSS staff will assist with addressing complaints and providing support. For additional information, parent resources, and/or trainings please contact the school for a copy of our brochure or visit us at <http://achieve.lausd.net/sped>.

Sincerely,

_____, Principal