

LOS ANGELES UNIFIED SCHOOL DISTRICT
DIVISION OF SPECIAL EDUCATION
DISTRICTWIDE COMPLAINT RESPONSE SYSTEM (Option B)

This chart is designed to provide assistance and guidance to Division personnel for the purpose of obtaining lawful responses to complaints received by SFSS via the Call Center & CRU

To ensure uniformity in the process, time frames are aligned with the SFSS Call Center & CRU procedures (Action Steps) for which individual(s) are to address a particular complaint.

Required Action	Primary Responsibility	Strategies and Response
WITHIN 24 HOURS		
CSR/CRU takes call, collects claims, evidence, steps previously taken, cross reference information and assigns cases to Specialist.	CSR/CRU	<ul style="list-style-type: none"> Communication is documented on Welligent and investigation begins on the complaint
		<ul style="list-style-type: none"> Specialist reviews case and proceeds. (case manager)
WITHIN 48 HOURS		
Specialist identifies issues, recommends action plan, & begins to determine if there is a violation of special education law/policy	Specialist	<ul style="list-style-type: none"> Identifies all issues that are alleged violations of federal/state regulations and/or District policies that require a lawful response. Determines the priority and anticipated Action Steps to resolve. Determines possible Action Steps needed to resolve identified issue to show a lawful response and the actions required (and by whom) to close case with in the 10-15-day resolution timeline. Documents efforts made to contact the parent regarding the progress of the case.
Specialist communicates w/Parties	Specialist	<ul style="list-style-type: none"> Investigates and seeks Action Steps in order to move case according to timeline for resolution and to meet targeted lawful response (if appropriate). Assures parents case is being reviewed and updates on its status frequently.
WITHIN 72 HOURS		
Specialist updates notes in Welligent yielding resolution and aligned to the Action Steps	Specialist	<ul style="list-style-type: none"> Provide a statement of the specific actions taken that yield resolution to ensure a "Lawful Response" and to reach resolution within 10-15 days. This must indicate a clear description of who was contacted, regarding what element of the case and clearly demonstrate that these actions are necessary to provide a lawful response directly related to issue(s) identified.
WITHIN 5-10 DAYS		
Parent Community Facilitator under direction of Specialist communicates with parent regarding status	Parent Community Facilitator	<ul style="list-style-type: none"> Contacts parents with updates under the direction of the Specialist Gives parent assurances of resolution and remedies

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WITHIN 10-15 DAYS		
Resolve Case or Escalate	Case Manager	<p>If it has been determined that a lawful response will be provided, Update Welligent stating:</p> <p style="padding-left: 40px;">“A lawful response was provided related to <restate issue as written in letter> and corrective action taken. Case will be closed and case letter provided to parent (in primary language) and uploaded to Welligent record.”</p> <p>If the District has not provided a lawful response, continue to document actions and discuss with Coordinator next steps to escalate issue as needed and appropriate.</p> <p>If lawful response letter will not be issued, document on Welligent along with rationale for not issuing (e.g., original concern does not include an alleged violation)</p>
Follow-up Communication with Parent & Lawful Response Letter	Case Manager	<p>Call the parent to inform that a lawful response has been provided by the District and a letter will be sent:</p> <ul style="list-style-type: none"> ➤ “I want to confirm that you have received from school....” ➤ “I want to confirm that you received a meeting notification” <p>Prepare Lawful Response letter</p> <ul style="list-style-type: none"> • Review Letter with supervisor • Obtain translated version of letter, if applicable • Once approved, upload <u>letter to Welligent</u> and provide to Office Tech for USPS certified mailing and filing. • Document on Welligent USPS certified mailing number along with notes that lawful response letter was mailed to parent, as applicable. • Close case and document within resolution note the actual lawful response to be provided on response letter. • Email copy of lawful response letter to principal, APEIS and other pertinent parties.