

Office of the Independent Monitor
Modified Consent Decree
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Beth Kauffman
Associate Superintendent
Division of Special Education
Los Angeles Unified School District
333 S. Beaudry Avenue, 17th Floor
Los Angeles, CA 90017

Dear Ms. Kauffman,

I am respectfully submitting the report, *Study of the District's Complaint Management System: School and Family Support Services, and Complaint Response Unit*. I commend the District for its efforts and commitment of resources for improving its complaint management system.

Although the study identified strengths and a sound structure for establishing a system to ensure systemic substantial compliance, weaknesses with the implementation of the District's processes undermine the credibility of complaint calls processed. Despite areas of needed improvement, I am confident that if the District continues to develop and implement the structure of its complaint management system, it will result in a credible and viable option for parents to resolve complaints.

It is my hope and expectation that the findings and required next steps highlighted in the report facilitate the continued improvement needed for disengagement from the Modified Consent Decree.

Sincerely,



Dr. David Rostetter

C: Robert Myers, Catherine Blakemore, David Holmquist, Deneen Evans Cox, Aaron Jeffery, Brigitte Ammons