

Members of the Board

Manny Guardado
 Lynnette Jenkins
 Damian Lopoerto
 Denise Todman
 Mary Jane Wagle

Administration

Margret Woelke
Executive Director

 Susan Huitron
**Human Resources/
 Business Operations Manager**

**Administrative Offices – PazLo Education Foundation**

Downtown Los Angeles
 700 Wilshire Boulevard, Suite 400
 Los Angeles, CA 90017
 Phone: (323) 765-7014
www.matrix4success.org

PazLo Education Foundation COMPLAINT POLICY, PROCEDURES and FORM

This annual notice to all stakeholders that PazLo Education Foundation-MATRIX for Success Academy has primary responsibility to ensure compliance with applicable state and federal laws and regulations and shall investigate complaints alleging failure to comply with those including, but not limited to allegations of unlawful discrimination, harassment, intimidation or bullying against any protected group or noncompliance with laws relating to all programs and activities subject to UCP cited in this brochure. PazLo Education Foundation-MATRIX for Success Academy shall seek to resolve complaints in accordance with procedures in California Code of Regulations §§4600-4687 and PazLo Education Foundation-MATRIX for Success Academy policies/procedures, including retaliation for participation in the UCP process and/or in appeals of PazLo Education Foundation-MATRIX for Success Academy decisions regarding such complaints.

Standardized notice of educational rights and complaint processes for pupils in foster care, pupils who are homeless, former juvenile court pupils now enrolled in the district and pupils in military families is posted as specified in Education Codes (EC) §§48645.7, 48853, 48853.5, 49069.5, 51225.1 and 51225.2.

Protected Groups Covered:

Allegations of unlawful discrimination, harassment, intimidation or bullying of students based on protected groups, set forth in Penal Code §422.55, EC §§200, 220, and Government Code §11135 include actual or perceived sex, sexual orientation, gender, gender identity, gender expression, race or ethnicity, ethnic group identification, ancestry, nationality, national origin, immigration status, religion, color, mental or physical disability, age, or on the basis of a person's association with a person or group with one or more of these actual or perceived categories, in any program or activity it conducts or to which it provides significant assistance.

Complaints of discrimination, harassment, intimidation or bullying must be filed within six months from the date the alleged incident occurred or the date when knowledge of the facts of the alleged incident was first obtained.

UCP Jurisdiction:

Unlawful discrimination, harassment, intimidation or bullying of protected groups (employee-to-student, student-to-student, third party to student, employee-to-third party)

Other Programs and Activities Subject to UCP:

- Adult education
- After school education and safety
- Agricultural career technical education American Indian education centers and early childhood
- Education program assessments
- Bilingual education California peer assistance and review programs for teachers
- Career technical and technical education and career technical; technical training (State)
- Career technical education (Federal)
- Childcare and development
- Child Nutrition
- Compensatory Education
- Consolidated categorical aid
- Course periods without educational content

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- Economic impact aid
- Education of pupils in foster care, pupils who are homeless, former juvenile court pupils now enrolled in a school district and children of military families
- Every Student Succeeds Act/No Child Left Behind (Titles I-VII)
- Local Control & Accountability Plans (LCAP)
- Migrant education
- Physical education instructional minutes
- Pupil fees Reasonable accommodations to a lactating pupil Regional Occupational Centers and Programs
- School safety plans
- Special education
- Tobacco-use prevention education

A pupil enrolled in a school in a PazLo Education Foundation-MATRIX for Success Academy school shall not be required to pay a pupil fee for participation in an educational activity. Pupil fees are fees charged to a pupil as a condition for registering for school or classes, or as a condition for participation in a class or extracurricular activity, regardless of whether the class or activity is elective or compulsory or is for credit; a security deposit, or other payment, that a pupil is required to make to obtain a lock, locker, book, class apparatus, musical instrument, clothes, or other materials or equipment; a purchase that a pupil is required to make to obtain materials, supplies, equipment, or clothes associated with an educational activity. A pupil fee complaint may be filed with the principal of a school or designee.

A complaint may be filed anonymously if it provides evidence or information leading to evidence to support an allegation of noncompliance, including pupil fee and LCAP complaints. A pupil fee complaint shall be filed no later than one year from the date the alleged violation occurred.

PazLo Education Foundation-MATRIX for Success Academy will attempt in good faith to engage in reasonable efforts to identify and fully reimburse all pupils, parents/guardians who paid a pupil fee within one year prior to the filing of the complaint.

If merit is found in a complaint, a remedy shall be provided to the affected pupil in cases regarding course periods without educational content, reasonable accommodations to a lactating pupil, education of pupils in foster care, pupils who are homeless, former juvenile court pupils now enrolled in our school district and/or pupils in military families; a remedy shall be provided to all affected pupils and parents/guardians in cases involving pupil fees, physical education instructional minutes and/or LCAPs.

How to Submit a Complaint:

Any person, organization or public agency may mail, fax or email a written UCP complaint to:

Susan Huitron,
Human Resources/Operational Management
PazLo Education Foundation - MATRIX for Success Academy
700 Wilshire Boulevard, Suite 400
Los Angeles, Ca 90017
Phone 323-765-7005
[email: shuitron@matrix4success.org](mailto:shuitron@matrix4success.org)

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Any person with a disability or who is unable to prepare a written complaint can receive assistance from the site Principal/Designee:
MATRIX (323) 765-7005

The PazLo Education Foundation-MATRIX for Success Academy assures confidentiality to the maximum extent possible. Complainants are protected from retaliation. PazLo Education Foundation-MATRIX for Success Academy prohibits retaliation against anyone who files a complaint or participates in the complaint investigation process.

Pursuant to E.C. §262.3, Complainants are advised civil law remedies, including but not limited to, injunctions, restraining orders or other remedies/orders that may be available under state or federal discrimination, harassment, intimidation or bullying laws if applicable.

A copy of PazLo Education Foundation-MATRIX for Success Academy UCP policy and complaint procedures shall be available free of charge.

For UCP related questions, contact Susan Huitron, at (323) 765-7005

Complaint Investigation and Response:

Each complaint is investigated by the appropriate office knowledgeable about applicable laws, programs and compliance in accordance with UCP policies/procedures. The investigation and PazLo Education Foundation-MATRIX for Success Academy response:

1. Provides an opportunity for complainant and PazLo Education Foundation-MATRIX for Success Academy personnel to present information relevant to the complaint
2. Obtains relevant information from other persons or witnesses who can provide evidence
3. Reviews related documents
4. Results in a written report of findings in English or in the primary language of the complainant which contains the investigative findings and PazLo Education Foundation 's decision, including any corrective actions
5. Concludes the investigation in a written report sent to complainant within 60 days from the date of receipt of the written complaint unless the complainant agrees in writing to extend the investigative timeline
6. Provides appeal procedures

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How to Appeal:

PazLo Education Foundation-MATRIX for Success Academy decisions/findings regarding programs and activities subject to UCP may be appealed by complainants to the State by filing a written appeal within 15 days of receipt of PazLo Education Foundation-MATRIX for Success Academy decision. The appeal must explain the basis for appealing the decision, state how the facts PazLo Education Foundation-MATRIX for Success Academy decision are incorrect, and/or the law is misapplied and include a copy of the original complaint and PazLo Education Foundation-MATRIX for Success Academy decision. The appeal should be sent to:

California Department of Education
1430 N Street
Sacramento, CA 95814
<http://www.cde.ca.gov/re/cp/uc>

The 60-day timeline for investigation and PazLo Education Foundation-MATRIX for Success Academy response shall begin when the written complaint is received.

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Uniform Complaint Procedure Form

Last Name _____ First Name _____

Student Name (if applicable) _____ Grade _____ Date of Birth _____

Address _____ City _____ Zip _____

Home Phone _____ Cell Phone _____ Work Phone _____

Date of Alleged Violation _____ School/Office of Alleged Violation _____

For allegations of noncompliance, please check the program or activity referred to in your complaint if applicable:

- ☐ Child Nutrition ☐ Independent Studies ☐ Migrant Education ☐ Special Education
☐ Pupil Fees for Educational Activities ☐ Local Control Accountability Plan ☐ School Safety Plans
☐ Education of Pupils in a Foster Care, Pupils who are Homeless, former Juvenile Court Pupils ☐ After School Safety
☐ Bilingual Education ☐ Physical Education Instructional Minutes ☐ Local Control (LCAP)
☐ Every Student Succeeds act/No Child Left Behind

For complaints of unlawful discrimination, harassment, intimidation or bullying (employee-to-student, student-to-student, third party to student, employee-to-third party) filed no later than six months from the date it occurred or when knowledge was obtained that it occurred, check which actual or perceived protected groups upon which the alleged conduct was based:

- ☐ Sex ☐ Sexual Orientation ☐ Gender ☐ Gender Identity ☐ Gender Expression
☐ Ancestry ☐ Ethnic Group Identification ☐ Race or Ethnicity ☐ Religion ☐ Nationality
☐ National Origin ☐ Immigration Status ☐ Color ☐ Mental or Physical Disability ☐ Age
☐ Lactating Student ☐ Association with a person or group with one or more of the actual or perceived groups listed here

For bullying complaints that are not based on protected groups and other complaints not listed on this form, contact your school Title IX/Bullying Complaint Managers:

Brenda Esparza, Administrator of Student Services
besparza@matrix4success.org

Victor Rojas, Social Worker
vrojas@matrix4success.org

For complaints of employee-to-employee discrimination or harassment, contact:

Susan Huitron, Human Resources/Operations Manager
Phone: 323.765-7005
email: shuitron@matrix4success.org

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[illegible]

2. Have you attempted to discuss your complaint with any School/District Personnel? If so, with whom and what was the result?

[illegible]

3. Please provide copies of any written documents that may be relevant or supportive of your complaint.

I have attached supporting documents. Yes _____ No _____

Signature _____ Date _____

Mail, email or hand-deliver your complaint/documents to:

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