UNIFORM COMPLAINT PROCEDURES

A. Purpose and Scope

These uniform complaint procedures (UCP) shall be used to investigate and resolve only the complaints specified in BP 1312.3. Except as may otherwise be specifically provided in other district policies, these uniform complaint procedures (UCP) shall be used to investigate and resolve only the complaints specified in the accompanying Board policy.

B. Complaint Coordinator

The District designates the individual identified below as responsible for coordinating the District's response to complaints and for ensuring compliance with state and federal civil rights laws.

Dr. Candace Perez, Deputy Superintendent
(714) 985-8650
caperez@pylusd.org

The complaint coordinator who receives a complaint may assign another compliance officer to investigate and resolve the complaint. The complaint coordinator shall promptly notify the complainant and respondent, if applicable, if another compliance officer is assigned to the complaint.

In no instance shall a compliance officer be assigned to a complaint in which the compliance officer has a bias or conflict of interest that would prohibit the fair investigation or resolution of the complaint. Any complaint against a compliance officer or an allegation that raises a concern about the assigned compliance officer's ability to investigate the complaint fairly and without bias shall be filed with the Superintendent's office. The Superintendent, or his/her designee, shall determine who shall investigate the allegations.

The Superintendent or designee shall ensure that employees assigned to investigate and resolve complaints receive training and are knowledgeable about the laws and programs at issue in the complaints to which they are assigned. Training provided to such employees shall include updates regarding state and federal laws and regulations governing the program(s), applicable processes for investigating and resolving complaints, including those alleging unlawful discrimination (such as discriminatory harassment, intimidation, or bullying), applicable standards for reaching decisions on complaints, and appropriate corrective measures. Assigned employees may have access to legal counsel as determined by the Superintendent or designee.

C. Interim Measures

The compliance officer or, if necessary, any appropriate administrator shall determine whether interim measures are necessary during and pending the result of an investigation. If interim measures are determined to be necessary, the compliance officer or the administrator shall consult with the Superintendent, the Superintendent's designee, or, if appropriate, the site principal to implement one or more interim measures. The interim measures shall remain in place until the compliance officer determines that they are no longer necessary or until the District issues its final written decision, whichever occurs first.

D. Notifications

The District's UCP policy and administrative regulation shall be posted on the District's website. In addition, the Superintendent or designee shall annually provide written notification of the District's UCP to students, employees, parents/guardians of District students, District advisory committee members, school advisory committee members, appropriate private school officials or representatives, and other interested parties. This written notification shall be provided by posting on the District website and including the policy in the Parent Handbook. In addition, the policy is included in the Student Code of Conduct.

The notice shall comport with the requirements listed in 5 CCR 4622.

E. District Responsibilities

All UCP-related complaints shall be investigated and resolved within sixty (60) calendar days of the District's receipt of the complaint unless the complainant agrees in writing to an extension of the timeline.

The compliance officer shall maintain a record of each complaint, investigation notes, and subsequent related actions. All parties involved in the allegations shall be notified when a complaint is filed and when a decision is made. However, the compliance officer shall keep all complaints or allegations of retaliation or unlawful discrimination (such as discriminatory harassment, intimidation, or bullying) confidential except when disclosure is necessary to carry out the investigation, take subsequent corrective action, conduct ongoing monitoring, or maintain the integrity of the process. If school personnel witness an act of discrimination, harassment, intimidation, or bullying, he or she shall take immediate steps to intervene when safe to do so. (Educ. Code §234.1 (b)(1))

F. Filing of Complaints

The complaint shall be presented to the complaint coordinator who shall assign the appropriate compliance officer. Complaints may not be anonymous except if the complaint: a) relates to pupil fees and b) the complaint provides evidence or information leading to evidence to support an allegation of noncompliance with California Education Code sections 549010 and 49011 regarding pupil fees.

If a complainant is unable to put a complaint in writing due to conditions such as a disability or illiteracy, District staff shall assist in the filing of the complaint. However, if the complainant is capable of, but refuses to or neglects to put the complaint in writing, the District is not obligated to conduct an investigation or offer mediation pursuant to the Uniform Complaint Policy and Administrative Regulation, except as noted above regarding the permissibility of anonymous pupil fee complaints.

Written UCP complaints filed with any District staff other than the complaint coordinator must be forwarded to the complaint coordinator immediately, but in no case later than five (5) business days. The complaint coordinator may investigate the complaint him/herself, or verbally, or in writing, appoint the appropriate compliance officer to conduct the investigation and prepare the District's decision.

G. Timing of Filings

1. Complaints regarding unlawful discrimination, harassment, intimidation, or bullying:
   A complaint alleging unlawful discrimination, harassment, intimidation, or bullying on the basis of a protected class may be filed only by a person (or his/her duly authorized representative) who alleges that the individual personally suffered the unlawful discrimination, harassment, intimidation, or bullying, or by a person who believes that a specific class of individuals has been subjected to unlawful discrimination, harassment, intimidation, or bullying complaints on the basis

of a protected class. Unlawful discrimination, harassment, intimidation, or bullying complaints on the basis of protected class shall be initiated **no later than six (6) months** from the date when the alleged unlawful discrimination occurred, or six (6) months from the date when the complainant first obtained knowledge of the facts of the alleged unlawful discrimination. The time for filing may be extended for up to ninety (90) days by the Superintendent or designee for good cause upon written request by the complainant setting forth the reasons for the extension. When the complainant of unlawful discrimination on the basis of a protected class requests confidentiality, the compliance officer shall inform him/her that the request may limit the District's ability to investigate the conduct or take other necessary action. When honoring a request for confidentiality, the District shall nevertheless take all reasonable steps to investigate and resolve/respond to the complaint, consistent with the request, to the extent possible given the request for confidentiality.

2. Complaints Related to Pupil Fees
   Pupil fee complaints may be filed directly with the principal of the school, or utilize the Uniform Complaint Procedures herein. Pupil fee complaints shall be filed not later than one (1) year from the date the alleged violation occurred.

3. All other UCP complaints regarding any other program or activity subject to the District's Uniform Complaint Procedures Board Policy 1312.3 shall be filed not later than one (1) year from the date the alleged violation occurred.

H. Voluntary Mediation

Within fifteen (15) business days after receiving the complaint, the compliance officer may informally discuss with all the parties the possibility of using mediation. If the parties agree to mediation, and agree to make the mediation confidential, the compliance officer shall make all arrangements for this process.

The use of mediation shall not extend the District's timelines for investigating and resolving the complaint unless the complainant agrees in writing to such an extension of time. If mediation is successful and the complaint is withdrawn, then the District shall take only the actions agreed upon through the mediation. If mediation is unsuccessful, the District shall then continue with subsequent steps specified in this administrative regulation.

I. Investigation of Complaint

The compliance officer shall provide the complainant and/or the complainant's representative with the opportunity to present any evidence, or information leading to evidence, to support the allegations in the complaint. Such evidence or information may be presented at any time during the investigation.

In conducting the investigation, the compliance officer shall collect all available documents and review all available records, notes, or statements related to the complaint, including any additional evidence or information received from the parties during the course of the investigation. The compliance officer shall individually interview all available witnesses with information pertinent to the complaint, and may visit any reasonably accessible location where the relevant actions are alleged to have taken place. The compliance officer shall apply a "preponderance of the evidence" standard in determining the veracity of the factual allegations in a complaint. This standard is met if the allegation is more likely to be true than not.

A complainant's refusal to provide the compliance officer with documents or other evidence related to the allegations in the complaint, failure or refusal to cooperate in the investigation, or engagement in any other obstruction of the investigation may result in the dismissal of the complaint because of a lack of evidence to support the allegation. Similarly, a respondent's refusal to provide the compliance officer with documents or other evidence related to the allegations in the complaint, failure or refusal to cooperate in the investigation, or engagement in any other obstruction of the investigation may result in a finding, based on evidence collected, that a violation has occurred and in the imposition of a remedy in favor of the complainant.

J. Report of Findings

Unless extended by written agreement with the complainant, or otherwise resolved to the satisfaction of the complainant (with written acknowledgement and withdrawal of the UCP complaint) the compliance officer shall prepare and send to the complainant, and respondent if there is one, a written report, as described in the section "Final Written Decision" below, within sixty (60) calendar days of the District's receipt of the complaint.

For any complaint alleging unlawful discrimination (such as discriminatory harassment, intimidation, and bullying), the respondent shall be informed of any extension of the timeline agreed to by the complainant. The respondent also shall be sent the District's final written decision at the same time it is provided to the complainant.

K. Final Written Decision

A UCP decision shall include:

1. The findings of fact based on the evidence gathered;

2. A statement of the relevant law, the investigator's conclusion(s), including a determination as to each allegation as to whether the District is in compliance with the relevant law;

3. If the District finds merit in the complaint, corrective actions to remedy all affected pupils, parents and guardians, and if a pupil fee complaint is found to have merit, corrective actions in compliance with Education Code 49013(d) and 5 CCR 4600(t);

4. Notice of the complainant's right to appeal the investigation to the California Department of Education, and the procedures to be followed in initiating such appeal.

For complaints alleging unlawful discrimination, harassment, intimidation, or bullying based on state law, the investigation report shall also include a notice to the complainant that:

1. The complainant may pursue available civil law remedies outside of the district's complaint procedures, including, but not limited to, injunctions, restraining orders or other remedies or orders, 60 calendar days after the filing of an appeal with CDE (Education Code 262.3).

2. The 60 days moratorium does not apply to complaints seeking injunctive relief in state courts or to discrimination complaints based on federal law (Education Code 262.3).

3. Complaints alleging discrimination based on race, color, national origin, sex, gender, disability, or age may also be filed with the U.S. Department of Education, Office for Civil Rights at www.ed.gov/ocr within 180 days of the alleged discrimination.

L. Corrective Actions

When a complaint is found to have merit, the compliance officer shall adopt any appropriate corrective action permitted by law. Appropriate corrective actions that focus on the larger school or District environment may include, but are not limited to, actions to reinforce District policies; training for faculty, staff, and students; updates to school policies; or school climate surveys.

For complaints involving retaliation or unlawful discrimination (such as discriminatory harassment, intimidation, or bullying), appropriate remedies that may be offered to the complainant may include, but are not limited to, the following:

1. Counseling
2. Academic support
3. Health services
4. Assignment of an escort to allow the complainant to move safely about campus
5. Information regarding available resources and how to report similar incidents or retaliation
6. Separation of the complainant from any other individuals involved, provided the separation does not penalize the complainant
7. Restorative justice
8. Follow-up inquiries to ensure that the conduct has stopped and there has been no retaliation
9. For students with disabilities, reconvening the student's Section 504 team or IEP team, as applicable, to determine whether the discrimination resulted in a denial of FAPE and/or whether the student's educational program should be altered.

For complaints involving retaliation or unlawful discrimination (such as discriminatory harassment, intimidation, or bullying), appropriate corrective actions that focus on a student offender may include, but are not limited to, the following:

1. Transfer from a class or school as permitted by law
2. Parent/guardian conference
3. Education regarding the impact of the conduct on others
4. Positive behavior support
5. Referral to a student success team
6. Denial of participation in extracurricular or co-curricular activities or other privileges as permitted by law
7. Disciplinary action, such as suspension or expulsion, as permitted by law
8. For students with disabilities, reconvening the student's Section 504 team or IEP team, as applicable, to determine whether the student's educational program should be altered due to the improper behavior or to correct/remedy the improper behavior.

When an employee is found to have committed retaliation or unlawful discrimination (such as discriminatory harassment, intimidation, or bullying), the District shall take appropriate disciplinary action, up to and including dismissal, in accordance with applicable law and collective bargaining agreement.

If an employee or student is disciplined as a result of the complaint, the decision shall simply state that corrective action was taken and that the employee and/or student was informed of District expectations.

The report shall not give any further information as to the nature of the disciplinary action.

The District may also consider training and other interventions for the larger school community to ensure that students, staff, and parents/guardians understand the types of behavior that constitute unlawful discrimination (such as discriminatory harassment, intimidation, or bullying), that the District does not tolerate it, and how to report and respond to it.

For complaints alleging noncompliance with the laws regarding student fees, the District shall attempt in good faith, by engaging in reasonable efforts, to identify and fully reimburse all affected students and parents/guardians who paid the unlawful student fees within one (1) year prior to the filing of the complaint.

M. Appeals to the California Department of Education

Any complainant who is dissatisfied with the District's final written UCP decision on a complaint regarding any specified federal or state educational program subject to UCP may file an appeal in writing with the CDE within thirty (30) calendar days of receiving the District's decision.

The complainant shall specify the basis for the appeal of the decision and articulate at least one of the issues with the decision noted in 5 CCR 4632(b)(1-5).

N. Reports Required

1. Written District decision
2. Log of complaints and assigned compliance officer

O. Record Retention

1. Written complaints
2. Written District decision
3. Documents, data, notes, and all other relevant information gathered in the investigative process
4. All written information necessary to forward to CDE in appeal process

P. Responsible Administrative Unit(s)

Deputy Superintendent

Q. Approved by:

Dr. Candace Perez	8/12/2026	Dr. Kym LeBlanc-Esparza	8/12/2026
Deputy Superintendent	Date	Superintendent	Date