

**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**  
**APEX Academy/MATRIX for Success Academy**  
**1309 North Wilton Place, 3rd Floor**  
**Los Angeles, Ca 90028**  
**Phone 323-817-6550 Fax: (323) 817-6555**  
**email: [shuitron@apexacademyhs.info](mailto:shuitron@apexacademyhs.info)**

Any person with a disability or who is unable to prepare a written complaint can receive assistance from the site Principal/Designee:

APEX Academy (323) 817-6550 MATRIX (323) 897-5971

PazLo Education Foundation assures confidentiality to the maximum extent possible. Complainants are protected from retaliation. PazLo Education Foundation 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 UCP policy and complaint procedures shall be available free of charge.

For UCP related questions, contact Susan Huitron, at (323) 817-6550

**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 response:

1. Provides an opportunity for complainant and PazLo Education Foundation 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 investigation report in English or in the primary language of the complainant within 60 days from the date of receipt of the written complaint which contains the investigative findings and PazLo Education Foundation's decision, including any corrective actions
5. Provides appeal procedures

**How to Appeal:**

PazLo Education Foundation decisions/findings regarding programs and activities subject to UCP may be appealed by complainants to the State by filing a written appeal within 30 days of the date of PazLo Education Foundation's investigation report. The appeal must explain the basis for appealing the decision and include a copy of the original complaint and PazLo Education Foundation's investigation report. The appeal should be sent to:

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

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The 60-day timeline for investigation and PazLo Education Foundation's response shall begin when the written complaint is received.  
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**PazLo Education Foundation**

**Uniform  
Complaint  
Procedures  
(UCP)**

**APEX Academy**  
1309 North Wilton Place, 3rd Floor  
Los Angeles, Ca 90028  
323-817-6550

**MATRIX for Success Academy**  
1010 E. 34th Street  
Los Angeles, Ca 90011  
323-897-5971

Engaging ALL learners, Strengthening Schools,  
Transforming Education

any student, any time, anywhere

## **Why This Brochure?**

This annual notice to all stakeholders that PazLo Education Foundation 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 shall seek to resolve complaints in accordance with procedures in California Code of Regulations §§4600-4694 and PazLo Education Foundation policies/procedures, including retaliation for participation in the UCP process and/or in appeals of PazLo Education Foundation investigation report 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 base on 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.

These complaints 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. Otherwise, complaints shall be filed no later than one year from the alleged violation's date.

## **UCP Jurisdiction:**

- Adult education programs §§8500 to 8538, and §§52500 to 52617
- Career technical and technical education and career technical and technical training programs established pursuant to §§52300-52462
- Child care and development programs established pursuant to §§8200-8498
- Consolidated categorical aid programs listed in §64000(a)
- Course of study without educational content §51228.3
- Educational rights of foster youth pursuant to §§48853, 48853.5, and 49069.5, and graduation requirements for foster youth, homeless youth, and other youth (e.g. former juvenile court school pupils, children of military families, newcomers and migratory education students) §51225.1
- Local Control & Accountability Plans (LCAP) §52075
- Migrant child education §§54440-54445
- Physical education instructional minutes §51223
- Lactation accommodation §222
- School safety plans §32289
- Unlawful discrimination, harassment, intimidation or bullying of protected groups identified under §§200 and 220 and §11135 of the Government Code, including any actual or perceived characteristics as set forth in §422.55 of the Penal Code, or based on a person's association with a person or group with one or more of these actual or perceived characteristics, in any program or activity conducted by an educational institution, as defined in §210.3, that is funded directly by, or that receives or benefits from, any state financial assistance. (related to employee-to-student, student-to-student, student-to-employee, third party to student, employee-to-third party)
- Pupil Fees §§49010-49013
- Juvenile court schools, including former students §48645.7

- Any other state or federal educational program the Superintendent of Public Instruction deems appropriate

A pupil enrolled in a school in a PazLo Education Foundation 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 course 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, the Superintendent 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 fees and LCAP complaints.

PazLo Education Foundation 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.