

7651 South Central Avenue  
Los Angeles, CA 90001  
Phone: (323) 581-4495  
Fax: (323) 581-4214

## COMPLAINT PROCEDURES

Cornerstone Prep School policy prohibits unlawful discrimination or harassment based on race, color, creed, gender, national origin or ancestry, religion, marital status, economic status, domicile, parenthood, age, sexual orientation, political beliefs, physical or mental disability, medical condition including pregnancy, genetic characteristics, membership in an employee organization, participation in the activities of an employee organization, union affiliation, or any other basis protected by federal, state, or local law or ordinance or regulation.

Cornerstone Prep School adheres to local, state and federal regulations regarding the right employees, parents, and students to file formal complaints against the school. Cornerstone adheres to the policies and procedures set forth in the Uniform Complaint Process as outlined by the California Department of Education and distributes information to parents annually and upon request.

### **What is a complaint?**

A complaint is a written statement alleging discrimination, or a violation of a federal or state law. Cornerstone provides the attached Complaint Form to facilitate ease in reporting, but will not reject any complaint in written format.

### **Who may file a complaint?**

Any individual, public agency, or organization alleging a violation of federal or state statutes may file a written complaint regarding specific programs with the LEA. Complaints may include, but are not limited to, discrimination, harassment, verbal threats, physical violence, or complaint that cannot be solved between parties. Complaints may involve student-to-student, adult-to-student, or adult-to-adult interactions.

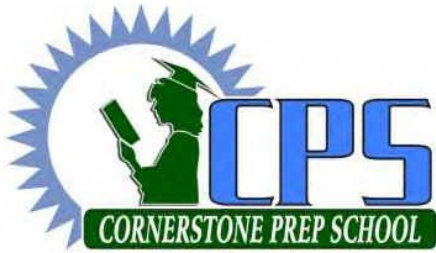
Discrimination complaints must be filed with Cornerstone Prep School by the person harmed or by a person on behalf of others who have been subjected to discrimination. In accordance with the Williams Settlement, complaints regarding instructional materials, emergency or urgent facilities conditions that pose a threat to the health and safety of pupils, and teacher vacancy or mis-assignment may be filed anonymously. Cornerstone must protect the confidentiality of the parties and the facts related to the case.

### **Steps in filing a formal complaint:**

Persons with reason to be on school grounds should verbally report complaints to a School Administrator. The School Administrator will direct the person making the complaint to the subject of the complaint to attempt an informal resolution. If necessary the School Administrator will facilitate a meeting between the parties.

Persons who do not think their complaints have been adequately resolved may file a formal complaint, using the Cornerstone Complaint Form or in writing, and submit to:

The Cornerstone Academy, Inc.  
Chief Operating Officer  
7651 South Central Avenue  
Los Angeles, CA 90001



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An employee who receives a complaint from a student, parent, or other adult shall forward that complaint to the Chief Operating Officer. If the Chief Operating Officer is the subject of the complaint, the teacher shall report to the President of Cornerstone Academy, Inc. or Chairman of the Board of Directors.

If the subject of the complaint is an employee, the employee shall receive notice within five (5) working days of receipt of the complaint.

Persons must file their complaint within forty-five (45) calendar days of the date of the event(s) giving rise to the alleged violation. Discrimination complaints must be filed no later than six (6) months from the date of the occurrence, or from the time the filing party first learned of the facts of the discrimination.

Persons filing a complaint may include documents or other evidence related to the allegations of the complaint.

The Chief Operating Officer will investigate all complaints filed and shall notify the Board of Directors to request assistance in investigating the complaint. Cornerstone Prep School must give the filing party the opportunity to present evidence relevant to the complaint.

The Chief Operating Officer shall resolve the complaint and complete a written report within sixty (60) days of receipt of a complaint. Along with the written report, the filing party shall be notified of rights to appeal.

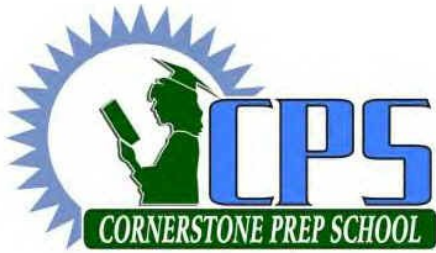
If the complaint is not resolved by the Chief Operating Officer, the filing party may file a written appeal to the Board of Directors of the school within ten (10) calendar days of receipt of the written disposition. This written appeal shall include a cover letter stating that an appeal is requested and a copy of the original complaint form.

If the complaint is not resolved by the Chief Operating Officer and/or Board of Directors and the complaint is a violation of a federal or state law within the following programs, the filing party may appeal to the California Department of Education within fifteen (15) calendar days of receipt of the written disposition, using the Uniform Complaint Procedures.

Adult Education	Career/Technical Education	Child Development
Consolidated Categorical Aid	No Child Left Behind (NCLB)	State Compensatory Education
School Improvement	Tenth-Grade Counseling	Tobacco-Use Prevention Education
Peer Assistance and Review	Migrant and Indian Education	Nutrition Services
Special Education	Civil Rights Guarantees	
State Program for Students of Limited English Proficiency		
School Safety and Violence Prevention Act		

Further, in accordance with Federal law and U.S. Department of Agriculture policy, Cornerstone Prep School is prohibited from discrimination on the basis of race, color, national origin, sex, age, or disability.

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To file a complaint of discrimination, write:  
USDA, Director, Office of Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410  
Or call (800) 79503272 9r (202) 720-6382 (TTY)  
USDA is an equal opportunity provider and employer.

### COMPLAINT FORM

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Filing party

\_\_\_\_\_  
Name of Parent if not Filing party

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Phone (Day)

\_\_\_\_\_  
Phone (Evening)

I am filing a complaint against the following person.

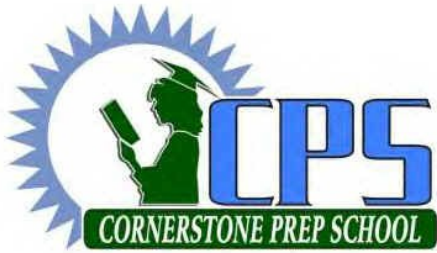
The student/parent/employee/volunteer's (circle one) name is \_\_\_\_\_.

**DESCRIBE YOUR COMPLAINT:** Please be as factual and specific as possible. If you fail to do so, your complaint may not be processed. There is a time limitation on the filing of complaints: 45 days from the date the alleged misconduct occurred or 6 months from the date of alleged discrimination. You must at least indicate the approximate date of the alleged misconduct. If the alleged misconduct has occurred over a period of time, please indicate the time period in question.

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(if you need additional space, you may attach a separate sheet of paper to this complaint form)

**REMEDY REQUESTED:** What do you want as a result of filing this complaint?

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Signature of Filing party