



# UNIFORM COMPLIANT PROCEDURE

## What is a complaint?

A complaint is a written and signed statement alleging a violation of federal or state laws or regulations, which may include an allegation of unlawful discrimination, harassment, intimidation, or bullying. If the complainant is unable to put the complaint in writing, due to conditions such as a disability or illiteracy, the agency shall assist the complainant in the filing of the complaint.

A complaint is a statement that a local school, school district, or county of education policy has been violated or that a state or federal law or regulation has been violated.

If you have a complaint, submit it in writing to your school Principal, following the governing board policies and procedures. The local governing board has ultimate authority over many subjects, including:

- hiring and evaluation of staff
- student assignments
- student discipline
- facility conditions

If you have a complaint about educator misconduct, in addition to submitting a complaint to the school (CHIME), district, or county office of education, you can report educator misconduct to the [California Commission on Teacher Credentialing](#)

If you have a complaint about special education, in addition to submitting a complaint to the school (CHIME), district, or county office of education, you can report it to the [Procedural Safeguards and Referral Service for their Alternative Dispute Resolution \(ADR\) process](#).

If you have a complaint about student discrimination, harassment, intimidation, or bullying, please visit the [CDE Resolution of Discrimination/Harassment Complaint Web page](#).

## UCP Complaints

A complaint regarding the violation of specific federal and state programs that use categorical funds such as Adult Education, After School Education and Safety, Agricultural Vocational Education, American Indian Education Centers, American Indian Early Childhood Education, Career Technical Education, Child Care and Development, Consolidated Categorical Aid, Foster Youth Services, Local Control Funding Formula and Local Control Accountability Plans, Migrant Education, Nutrition Services, Regional Occupational Centers, School Facilities, Special Education, Tobacco-Use Prevention Education, and Unlawful Pupil Fees are considered UCP complaints. UCP complaints are filed with the CHIME School Principal.

## Williams Complaints

A Williams Complaint, another type of UCP complaint, regards instructional materials, emergency or urgent facilities conditions that pose a threat to the health and safety of pupils, and teacher vacancy or misassignment and may be filed anonymously. Williams Complaints are filed with the principal, or their designee, of the school in which the complaint arises. Schools have complaint forms available for these types of complaints, but will not reject a complaint if the form is not used as long as the complaint is submitted in writing.

## YOU CAN TAKE YOUR VERBAL OR WRITTEN COMPLAINT TO:

Caitlin Healey, Principal TK-4  
Tina Goodman, Principal 5-8  
19722 Collier Street Woodland Hills, CA 91364 Ph: 818-346-5100  
FAX: 818-346-5120  
chealey@chimecharter.com  
tgoodman@chimecharter.com

**You have the right to a timely and informal resolution at the school site. Your complaint will be kept as confidential as possible.**

**If you are not satisfied with the Principal's response, you may appeal the decision by notifying:**

Dr. Erin Studer,  
Executive Director  
CHIME Charter Schools 19722 Collier Street Woodland Hills, CA 91364 Ph: 818-346-5100  
FAX: 818-346-5120  
Estuder@chimecharter.com

**If you are not satisfied with the Executive Director's response, you may appeal the decision by notifying the Charter Governing Board of Directors:**

Patrick Smith,  
Chairman  
CHIME Institute Board of Directors  
P.O. Box 280310  
Northridge, CA 91328-0310 Ph: 818-346-5100  
FAX: 818-346-5120  
Patrick.smith@chimeinstitute.org



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## What if I don't get a response or decision?

Refer back to the governing board policies and procedures of the district, county office of education, or charter school for guidance. Districts are required to provide copies of these policies free of charge. Many post these documents on their Web site.

## What if I don't like the response or decision I receive?

Refer back to the governing board policies and procedures of the district, county office of education, or charter school for guidance. Districts are required to provide copies of these policies free of charge. Many post these documents on their Web site. For violation of specific state or federal laws and regulations that fall within the Uniform Complaint Procedures, you may appeal the decision to the California Department of Education.

## How do I submit a Complaint?

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

CHIME Principal  
19722 Collier Street, Woodland Hills, CA 91364  
Ph: 818-346-5100 FAX: 818-346-5120  
Caitlin Healey -chealey@chimecharter.com  
Tina Goodman - tgoodman@chimecharter.com

Any person with a disability or who is unable to prepare a written complaint can receive assistance from the site administrator/designee.

CHIME assures confidentiality to the maximum extent possible. CHIME prohibits retaliation against anyone who files a complaint or participates in the complaint investigation process.

Pursuant to Education Code §262.3, Complainants are advised civil law remedies may also be available under state or federal discrimination, harassment, intimidation, and/or bullying laws.

A copy of the UCP policy and complaint procedures shall be available free of charge. For questions regarding UCP, contact Shelbi Doherty at 818-346-5100

**Complaint Investigation and Response:** Each complaint is investigated by the appropriate office, unit, division, or campus. The investigation and response:

1. Provides an opportunity for complainant and District 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 District's decision, including corrective action(s), if any, and suggested remedies, if applicable
5. Concludes the investigation within 60 days from the date of receipt of the written complaint, unless the complainant agrees in writing to extend the investigative timeline
6. Notifies the person or organization of appeal procedures

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Patrick.smith@chimeinstitute.org



# UNIFORM COMPLIANT PROCEDURE

## How to Appeal:

Persons or organizations disagreeing with the investigative findings and Principal's decision, or local site decisions involving Title VI or Title IX, have 15 days after receipt of the Report of Findings to file an appeal.

The appeal must be in writing and include a copy of the original complaint, as well as a copy of the Principal's decision. The appeal should be sent to:

Dr. Erin Studer, Executive Director  
CHIME Charter Schools  
19722 Collier Street, Woodland Hills, CA 91364  
Ph: 818-346-5100 FAX: 818-346-5120  
Estuder@chimecharter.com

Persons or organizations disagreeing with the investigative findings and Executive Director's decision, or local site decisions involving Title VI or Title IX, have 15 days after receipt of the Report of Findings to file an appeal.

The appeal must be in writing and include a copy of the original complaint, as well as a copy of the Executive Director's decision. The appeal should be sent to:

**The Charter Governing Board of Directors:**  
Patrick Smith, Chairman  
CHIME Institute Board of Directors  
P.O. Box 280310  
Northridge, CA 91328-0310  
Ph: 818-346-5100 FAX: 818-346-5120  
[Patrick.smith@chimeinstitute.org](mailto:Patrick.smith@chimeinstitute.org)

Persons or organizations disagreeing with the investigative findings and CHIME Board of Director's decision, or local site decisions involving Title VI or Title IX, have 15 days after receipt of the Report of Findings to file an appeal.

The appeal must be in writing and include a copy of the original complaint, as well as a copy of the CHIME Board of Director's decision. The appeal should be sent to:

**California Department of Education**  
**1430 N Street Sacramento, CA 95814**

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The 60-day timeline  
for investigation and response shall begin when the written  
complaint is received.

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CHIME has the primary responsibility to ensure compliance with applicable state and federal laws and regulations, and shall investigate complaints alleging failure to comply with those laws and regulations including those alleging discrimination, harassment, intimidation, and/or bullying; unauthorized charging of pupil fees for educational activities; noncompliance with physical education instructional minutes at specified grade levels; noncompliance with education provisions for pupils in foster care and pupils who are homeless; provision of courses without educational content and previously completed/graded courses sufficient for satisfying requirements/prerequisites for postsecondary education and receipt of a diploma, except under specified conditions; failure to reasonably accommodate lactating students; and failure to comply with legal requirements pertaining to the Local Control Accountability Plan (LCAP). CHIME shall seek to resolve those complaints in accordance with the procedures set out in California Code of Regulations §§4600-4687 and the policies and procedures of the charter, including allegations of retaliation for participation in the UCP process and/or to appeal decisions regarding such complaints.

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