



## Parent/Student/Stakeholder Complaint Process

### I. Purpose

The purpose of this policy is to ensure that:

1. All parents, students, employees, and community members are informed of the process to submit complaints that are not covered under the Uniform Complaint Policy (UCP)
2. A process is in place on how and where to submit a complaint and that the complaint process is accessible to all
3. Lashon Academy maintains effective and transparent procedures for reporting, investigating, and resolving complaints submitted

### II. How to file a complaint and receive response?

Complaints can be submitted in the following manner:

1. Complaint Form – available at school site and online from Lashon Academy's website ([www.lashonacademy.org](http://www.lashonacademy.org))
2. Fax – 818-337-0102
3. Call in – 818-514-4566, Sara Garcia, Principal
4. Email – [sgarcia@lashonacademy.org](mailto:sgarcia@lashonacademy.org)
5. Mail – Lashon Academy, 7477 Kester Ave, Van Nuys CA 91405 Attn: Sara Garcia, Principal
6. In Person – at the school

Once a complaint is received, it will be reviewed and routed to the appropriate personnel, i.e. – school counselor, assistant principal, principal, human resources.

### III. How to file an anonymous complaint?

Complaints may be filed anonymously. If information is provided by the complainant, a response will be sent to the anonymous complainant. However, if no contact information is provided, a response will not be prepared but the complaint will be processed for recording purposes only.

### IV. Timelines for processing complaints

Every case will be reviewed and a written response to the complainant will be provided within 72 hours from the date that the complaint is submitted or received at Lashon Academy. If the complaint involves multiple incidents or individuals, LashonAcademy requests five (5) days to investigate incidents.



## **V. How to file an appeal?**

Those not satisfied with the resolution can appeal to the board of directors via email at [board@lashonacademy.org](mailto:board@lashonacademy.org). The Board Chairperson will investigate the appeal and issue a decision, as well as a proposed remedy, in writing within 14 days of receiving the email.

## **VI. Log of Complaints and Complaint Summary Report**

The principal will take the lead role in resolving a complaint and will log, track and update complaints. A copy can also be provided to the complainant, if requested.

Summary reports will be generated by the principal for monitoring and improvements as necessary. A semi-annual report will be prepared for distribution to Board members.

The summary report will include the following:

1. Total number of complaints
2. Number of complainants
3. Type of complaint
4. Length of time for completing each complaint and if the timeline was met