Sacramento City
UNIFIED SCHOOL DISTRICT

Charter School Complaint Processes and Expectations

A Guide to Navigating Complaints / Concerns in Charter Schools Authorized by SCUSD

Start at the Lowest Level
Please attempt to resolve concerns informally at the school level.

File a Formal Complaint
If concerns are not resolved, file a formal complaint with the Charter School

UCP (Uniform Complaints)

Title IX

General School Matters

District Expectations
For each of the above, SCUSD expects Charter Schools to have clear and prominently posted information about:

- *How to file a complaint*
- *Who will investigate that complaint*
- *What to do if the complaint is against the leader assigned to investigate*
- *How the disposition of the investigation will be communicated*

Concerns about resolution?
Bring concerns about to outcome of the matter to the Charter School Governing Board

Concerns about process?
Bring concerns about Charter School's compliance with procedure to SCUSD

CDE Complaint Form
This form should be prominently posted on the Charter School website. It is for complaints related to barriers to student from enrolling in or staying enrolled at a Charter School. These can be sent directly to SCUSD. The District will investigate.

District Role
SCUSD will request evidence that the appropriate process was followed and response provided. SCUSD may follow up with increased oversight or a formal Notice of Correction to the Charter School.

Visit the SCUSD Innovative Schools Department website to contact staff.
https://www.scusd.edu/departments/dso/innovative-schools-and-charter-oversight

California Department of Education
Charter Schools Division
Revised March 2023

Charter School Complaint Notice and Form

Instructions for Charter Schools:

Add your charter school authorizer information to the form before sharing with parents and posting to your website by completing the five blank fields on the following page under the section titled **Complaint Procedures**. The completed section will look similar to this:

Name of Charter School Authorizer
Street Address
City, State, and Zip Code
Email
Phone

If you have questions about completing this form, please contact the Charter Schools Division by phone at 916-322-6029 or via email at charters@cde.ca.gov.

Information for Parents:

Please review the information on the Charter School Complaint Notice web page at https://www.cde.ca.gov/sp/ch/cscomplaint.asp for information on how to obtain the correct form from your charter school.

Charter School Complaint Notice

California *Education Code* Requirements

California *Education Code* (*EC*) Section 47605(e)(4)(A) through (E) (https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?sectionNum=47605&lawCode=EDC) states the following:

- A charter school shall not discourage a pupil from enrolling or seeking to enroll in a charter school for any reason, including, but not limited to, academic performance of the pupil or because the pupil exhibits any of the following characteristics:
    - Academically low-achieving
    - Economically disadvantaged (determined by eligibility for any free or reduced price meal program)
    - English learner
    - Ethnicity
    - Foster youth
    - Homeless
    - Nationality
    - Neglected or delinquent
    - Race
    - Sexual orientation
    - Pupils with disabilities
- A charter school shall not request a pupil's records or require the parent, guardian, or pupil to submit the pupil's records to the charter school before enrollment.
- A charter school shall not encourage a pupil currently attending the charter school to disenroll from the charter school or transfer to another school for any reason (except for suspension or expulsion).
- This notice shall be posted on a charter school's Internet website and a charter school will provide copies of this notice (1) when a parent, guardian, or pupil inquires about enrollment; (2) before conducting an enrollment lottery, and (3) before disenrollment of a pupil.

Complaint Procedures

In order to submit a complaint, complete the Charter School Complaint Form and submit the form to the charter school authorizer, electronically or in hard copy, to the following location:

Sacramento City Unified School District

Charter Oversight Office

5735 47th Avenue

5735 47th Avenue

916-643-9079

Charter School Complaint Form

Name: _____ Email Address: _____

Mailing Address: _____

Date of Problem: _____ Phone Number: _____

Charter School (include address):

California *Education Code* (*EC*) Section 47605(e)(4)(A) through (E) allows a parent or guardian to submit a complaint to the charter school authorizer when a charter school discourages a pupil's enrollment, requires records before enrollment, or encourages a pupil to disenroll. Please identify the basis for this complaint below, with specific facts, which support your complaint.

Basis of complaint (check all that apply):

- ☐ Pupil was discouraged from enrolling or seeking to enroll in the charter school.
- ☐ Records were requested to be submitted to the charter school before enrollment.
- ☐ Pupil was encouraged to disenroll from the charter school or transfer to another school.

Please provide further details:

Please file this complaint with the authorizer of the charter school listed on the preceding page electronically or in hard copy.