

ORANGE COUNTY SCHOOL OF THE ARTS

Uniform Complaint Procedures

The Orange County School of the Arts (OCSA) has the primary responsibility to ensure compliance with applicable state and federal laws and regulations governing educational programs and shall investigate complaints alleging noncompliance with such laws and regulations. OCSA encourages the early, informal resolution of complaints whenever possible and appropriate. In the event a complaint cannot be resolved informally, OCSA has adopted a uniform system of processing complaints in accordance with Title 5 California Code of Regulations Section 4621. OCSA's uniform complaint policy shall be used to investigate and resolve the following complaints:

1. Any complaint alleging OCSA violation of applicable state or federal law or regulations governing adult education programs, consolidated categorical aid programs, migrant education, career technical and technical education and training programs, child care and development programs, child nutrition programs, special education programs, and pupil fees. (5 CCR Section 4610; Education Code Section 49010-49013).
2. Any complaint alleging unlawful discrimination, harassment, intimidation, or bullying in OCSA programs and activities against any person based on race, color, ancestry, national origin, ethnic group identification, age, religion, marital or parental status, or physical or mental disability, sex, sexual orientation, gender, gender identity or expression; the perception of one or more of such characteristics; or association with a person or a group with one or more of these actual or perceived characteristics. (5 CCR Section 4610).
3. Any complaint alleging OCSA noncompliance with the requirement to provide reasonable accommodation to a lactating student on school campus to express breast milk, breastfeed an infant child, or address other breastfeeding-related needs of the student. (Education Code Section 222).
4. Any complaint alleging that OCSA has not complied with legal requirements related to the implementation of the local control and accountability plan. (Education Code Section 52075).
5. Any complaint alleging retaliation against a complainant or other participant in the complaint process or anyone who has acted to uncover or report a violation subject to this policy. (5 CCR Section 4621).
6. Any complaint, by or on behalf of any student who is a foster youth alleging OCSA noncompliance with Education Code Section 48850 subdivision (a)(3)(A).

Complaints regarding allegations of conduct violation of applicable state and federal law and regulations may be submitted in writing to any OCSA management employee, or directed to the OCSA Dean of Facilities and Supervision, OCSA's Compliance Officer, who shall investigate the complaint and respond to complainant. OCSA will maintain the confidentiality of the parties involved to the extent possible during the investigation process. Contact Information:

OCSA Dean of Facilities and Supervision
1010 North Main Street, Santa Ana, CA 92701
714.560.0900 ext. 6400
michael.ciecek@ocsarts.net

Complaints are to be submitted in writing to the Compliance Officer. The OCSA Executive Director shall ensure the Compliance Officer is knowledgeable about the laws and programs that he/she is assigned to investigate. Any complaint filed against or implicating the Compliance Officer may be filed with the OCSA Executive Director.

In investigating the complaints, the confidentiality of the parties involved shall be protected as required by law. Alternative dispute resolution, such as mediation, may be offered to resolve complaints as deemed appropriate by the Compliance Officer.

OCSA prohibits retaliation against anyone who files a complaint or anyone who participates in the complaint investigation process. (5 CCR Section 4621).

Complainants are advised that civil law remedies under state or federal discrimination, harassment, intimidation or bullying laws, including but not limited to injunctions, restraining orders, or other remedies or orders, may also be available to them.

When an allegation that is not subject to the uniform complaint procedure is improperly submitted as a UCP complaint, the complainant shall be referred to the appropriate OCSA staff or outside agency.

OCSA shall complete its investigation and issue a written decision within sixty (60) calendar days from the date of the Compliance Officer's receipt of the complaint, unless the parties agree in writing to an extension of the timeline.

A complaint alleging unlawful discrimination, harassment, intimidation, or bullying must be filed within six (6) months from the date the alleged discrimination, harassment, intimidation, or bullying occurred, or knowledge of the facts of it were first obtained. The OCSA Executive Director or designee may extend the timeline up to an additional ninety (90) days for good cause upon written request of the complainant. A pupil fee complaint shall be filed no later than one year from the date the alleged violation occurred.

Copies of OCSA's Uniform Complaint Procedures are available free of charge.