



February 7, 2015

Dear Parent/Guardian:

The Los Angeles Unified School District established the Complaint Response Unit (CRU) to join the Division of Special Education to respond to concerns of parents of students with disabilities. CRU services may be accessed by calling (800) 933-8133 or by visiting the unit at the administrative offices of the Los Angeles Unified School District, located at 333 South Beaudry, 17<sup>th</sup> Floor, Los Angeles, 90017. The District utilizes a visitor management security system and requires visitors to provide valid picture identification.

The unit is responsible for accurately recording all parent inquiries and complaints that are received by telephone or in writing. The District will provide parents with a written response that satisfies the District's legal obligations and may be one of the following:

1. A remedy and, where appropriate, the date by which the remedy shall be implemented;
2. Information that an appropriate referral has been made;
3. Suggested action the complainant may wish to take; or
4. A determination that the complaint has been investigated and determined to be unfounded.

In addition the unit must provide accurate information and record all district and school responses to specific parent inquiries.

School district staff is expected to meet the following performance standards when dealing with parent/guardian complaints:

- a. 25% of complaints will be responded to within 5 working days.
- b. 50% of complaints will be responded to within 10 working days.
- c. 75% of complaints will be responded to within 20 working days.
- d. 90% of complaints will be responded to within 30 working days.
- e. The District will be required to report to the Independent Monitor on the status of each complaint not resolved within 30 working days, at 5 working day intervals, until the complaint is resolved.

The CRU is staffed by parents who have been trained to respond to parent concerns and serve as a liaison to district staff regarding parent complaints. Every effort shall be made to ensure that a majority are parents, as defined in IDEA, of children with disabilities. The CRU also provides monthly parent trainings on the second Wednesday of each month. For information or a copy of the CRU brochure and a list of monthly trainings, please contact your school, or the CRU. The brochure and trainings are available on the Division of Special Education website at <http://sped.lausd.net>.

Sincerely,

Kim Irons  
NMSS Principal