

**Notice to Students, Parents/Guardians, Employees,
School and County Office of Education Advisory Committees, Private
School
Officials/Representatives and other Interested Parties:
Uniform Complaint Procedure**

The Riverside County Office of Education (RCOE) is primarily responsible for compliance with federal and state laws and regulations. This procedure is designed to provide a single and consistent process for filing of complaints alleging a violation of federal or state statutes. The procedure applies to complaints of harassment, intimidation, bullying and unlawful discrimination based on actual or perceived characteristics such as age, ancestry, color, ethnic group identification, gender expression, gender identity, gender, disability, nationality, race or ethnicity, religion, sex, or sexual orientation, or on the basis of a person's association with a person or group with one or more of these actual or perceived characteristics, in any program or activity conducted by our office. Uniform Complaint Procedures also cover the following programs and/or services:

Adult Education	Accommodations for Lactating Students	Career Technical Education
After School Education	Child Care and Development Programs	Foster and Homeless Students
LCFF and LCAP	Physical Education: Instructional Minutes	Special Education
Migrant Education	Pupil Instruction: Previously Completed Courses	Child Nutrition
Unlawful Pupil Fees	Pupil Instruction: Courses without Educational Content	

In accordance with our procedure, any individual, public agency, or organization may file a written complaint if it is felt there has been a violation of federal or state law or regulation by one of the covered programs. Discrimination complaints must be filed within six months of the alleged discrimination, or six months from the date the complainant first obtained knowledge of the facts of the alleged unlawful discrimination. The time for filing may be extended for up to 90 days by the County Superintendent or designee for good cause upon written request by the complainant setting forth the reasons for the extension.

The first step in all complaints will be to try to resolve the concern among the parties involved. If that is not possible, then the formal steps of the official procedure are available. Generally, the procedure must be completed within 60 days from receipt of the complaint. Complaints are confidential, and retaliation against a complainant is prohibited. A complaint regarding unlawful pupil fees may be filed directly with the site administrator of a school as well as anonymously. Pupil fee complaints shall be filed no later than one year from the date the alleged violation occurred.

A complainant not satisfied with the decision of RCOE may appeal the decision to the CDE and shall receive a written appeal decision within 60 days of the department's receipt of the appeal. The appeal must include a copy of the complaint filed with RCOE and a copy of the County Superintendent's decision. Further appeal of CDE decision may be made to the State Superintendent of Public Instruction. If RCOE finds merit in a complaint, or the department finds merit in an appeal, RCOE shall provide a remedy to all affected pupils, parents, and guardians that, where applicable, includes reasonable efforts by RCOE to ensure full reimbursement to all affected pupils, parents and guardians, subject to procedures established through regulations adopted by the state board of education.

Nothing in this policy precludes a complainant from pursuing available civil law remedies outside of RCOE's complaint procedures. Such remedies may include mediation centers, public/private-interest attorneys, injunctions, restraining orders, etc. The complainant's right to take a complaint directly to the California Department of Education (CDE) or to pursue remedies before civil courts or other public agencies, such as the U.S. Department of Education's Office for Civil Rights (OCR) in cases involving unlawful discrimination. For discrimination

complaints, however, a complainant must wait until 60 days has elapsed from the filing of any appeal with the CDE before pursuing civil law remedies. This moratorium does not apply to injunctive relief, and it is applicable only if RCOE has appropriately and timely apprised the complainant of his/her right to file a complaint. For assistance, complainants may contact:

- California Rural Legal Assistance
- Office of Civil Rights
- Department of Fair Employment and Housing
- Riverside County Bar Association Lawyer Referral Service
- Inland County Legal Services

Complaints must be filed with the Director II, Division of Personnel Services, 3939 Thirteenth Street, P.O. Box 868, Riverside, CA 92502-0868, or by calling (951) 826-6673.