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July 15, 2013

LOS ANGELES UNIFIED SCHOOL DISTRICT
Division of Special Education

ATTACHMENT A

Wilmington Park Elementary School
1140 Mahar Ave., Wilmington, CA 90744
TEL: (310) 921-8753

Date: 09/09/2020

Dear Parent(s)/Guardian(s):

The Los Angeles Unified School District (based on Modified Consent Decree requirements) established the Complaint Response Unit (CRU)/Parent Resource Network (PRN) in the Division of Special Education to respond to concerns of parents of students with disabilities. CRU/PRN 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, 17th Floor, Los Angeles, 90017. The District utilizes a visitor management security system. In order to gain entrance to the building, visitors will be required to present valid picture identification to security staff in the lobby.

The Unit is responsible for accurately recording all parent inquiries and complaints that are received by telephone or in writing. Through the Unit, the District provides parents with a written response in one of the following ways:

- (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) Recommended course of action for the complainant; or
- (4) A determination that the complaint has been investigated and determined to be unfounded.

The Unit is responsible for providing accurate information and recording all District and school responses to specific parent inquiries.

District staff are 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/PRN is staffed by parents of students with disabilities that have been trained in responding to parent concerns and serves as a liaison to District staff regarding parent complaints. The CRU/PRN also provides monthly parent trainings on the second Wednesday of each month and selected Saturdays. For information or a copy of the CRU/PRN brochure and a list of monthly trainings, please contact your child's school or the CRU/PRN. The brochure and trainings are available on the Division of Special Education website at <http://sped.lausd.net/>.

Sincerely,

Luis Rivera, Principal