

## DISABILITY DISCRIMINATION COMPLAINT AND REVIEW PROCESS FOR STUDENTS AND THEIR PARENTS OR GUARDIANS

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Section 504 of the Rehabilitation Act of 1973 is a Federal statute that prohibits discrimination on the basis of disability. The purpose of this Complaint and Review Process is to provide a structure for bringing about resolution and reconciliation when disagreements arise between a school family and the school arising out of a student's physical or mental impairment or disability.

Everyone involved in the Complaint and Review Process is to be free from restraint, coercion, discrimination or retaliation in any form. You should use the Complaint and Review Process when issues arise at the School relating to your child's disability that have a significant impact on your child and you have been unable to reach a resolution with your child's teachers or other members of the School staff.

### **INITIAL COMPLAINT PROCESS:**

1. If you have a complaint or disagreement regarding your child's disability, you should first try to resolve your complaint by discussing it promptly with the person(s) directly involved.
2. If you cannot reach a resolution or you are not comfortable with discussing the issue with the person(s) directly involved, you may bring the matter to the Principal of the School, in writing, within 15 days of the event which is the subject of your complaint. You should also send your complaint to the Archdiocesan Compliance Officer, who is charged with monitoring such complaints at:

Archdiocesan Compliance Officer  
Department of Catholic Schools  
3424 Wilshire Blvd.  
Los Angeles, Ca, 90010

If you do not submit a written complaint to the Principal of the School within the 15 day period it will be considered untimely.

3. The Principal will conduct an investigation as promptly as possible. The scope and nature of the investigation will depend on the nature of the issue presented. The goal is to achieve a just resolution and reconciliation with everyone concerned. The parties are advised to maintain confidentiality. The Principal will advise you in writing of the outcome of the investigation and his or her decision within 20 days of submission of your written complaint.

## **REVIEW LEVEL:**

1. If you disagree with the decision of the Principal, you may appeal the decision in writing to the next level for review. The request for review must be submitted within ten (10) days of the Principal's written decision or it will be considered untimely. The request for review must be sent to the Supervisor at the Department of Catholic Schools assigned to this School. The Supervisor can be reached at: 213-637-7313. The School Supervisor, with the assistance of the Archdiocesan Compliance Officer, will conduct the review of your complaint.
2. The School Supervisor will set the date, time and location for the review and will facilitate the review process. Your review may be conducted by a single person or by a representative committee, including the Archdiocesan Compliance Officer, as the case warrants. All persons involved in the complaint may select someone to help in preparations for the review, to attend the hearing, and to provide support during the process. No attorneys are allowed to appear at or participate in the hearing. The hearing will be set within 10 to 15 days after receipt of your request for review, giving consideration to the schedules of all persons involved.
3. At the Review Hearing:
  1. You explain your complaint, present relevant documentation, and answer questions the reviewer(s) may have.
  2. The reviewer(s) interview(s) other parties involved in the case, giving each an opportunity to respond to the complaint and present relevant facts and documentation.
  3. The reviewer(s) will encourage the parties to reconcile their differences and come to a mutual agreement on some or all issues.
  4. If the complaint cannot be resolved at the review hearing, the reviewer(s) will prepare a final, binding decision, which will be communicated to all parties, in writing, within 10 days of the hearing.

Your participation in this Complaint and Review Process does not prevent you from making a complaint to an applicable government agency. For complaints about discrimination, you can go to:

U.S. Department of Agriculture, Office of Assistant Secretary for Civil Rights

[http://www.ascr.usda.gov/complaint\\_filing.html](http://www.ascr.usda.gov/complaint_filing.html)

The addresses of the government offices closest to you can be found in the front of your telephone book.