

HACIENDA LA PUENTE ADULT EDUCATION



**Student Grievance**

**&**

**Uniform Complaint Policies**

***Mission Statement: Hacienda La Puente Adult Education provides a comprehensive educational and career training program that helps a diverse population achieve their goals.***

## **Student Grievance Procedure**

The purpose of this grievance procedure is to provide, at the lowest administrative level, a means by which a student concern may be resolved in an equitable manner in an atmosphere of courtesy and cooperation.

The formal complaint process will begin after the concern has been discussed with the current instructor or other person involved at the lowest level and an attempt at resolution has been made.

Resolution: Grievances will be processed in accordance with the following steps:

- Step 1. If any student feels he or she has not been given fair consideration regarding a dispute in scheduling, academic interests, disciplinary action, interpersonal relationships or has any grievance toward the school, the student shall submit it in writing to the current instructor. The student should provide a description of the concern stating the facts clearly and concisely.
- Step 2. If the student feels the problem is not resolved, he/she may schedule a meeting with the Counselor. The concern will be reviewed at this time. The grievance, written by the student with comments by the staff from this meeting, will be placed in student's file as a record of the proceedings.
- Step 3. If the issue remains unresolved, the student may request a review by the Program Administrator.
- Step 4. If still unresolved, the student may make an appointment with the Director of Adult Education.

Hacienda La Puente Adult Education is accredited by the Council on Occupational Education (COE) for post secondary training and to provide Title IV Financial Aid to qualified students as well as the Western Association of Schools and Colleges (WASC) for secondary academic programs.

Council on Occupational Education

7840 Rosewell Road

Building 300, Suite 325,

Atlanta, Georgia 30350

800-917-2081

## **Uniform Complaint Procedure**

Every member of the community shall have the right to prompt and orderly redress of a grievance relating to an alleged violation of federal or state laws or regulations of educational programs. Therefore, pursuant to California code of Regulations, Title 5, Section 4600, the district has procedures to process a complaint regarding educational services provided by the adult school.

Call District Office at (626) 933-3815

Hacienda La Puente Unified School District

Uniform Complaint Procedure

COMPLAINT FORM

To be filed with \_\_\_\_\_  
(Superintendent or designee)

I have read the school district policy on Uniform Complaint Procedures and wish to file a complaint regarding a violation of federal or state law or regulations governing the following educational program which is covered under this procedure.

\_\_\_\_\_  
*(State or federally funded educational program in which the alleged violation occurred or other violation covered under the Uniform Complaint Procedure. If this complaint is not subject to the Uniform Complaint Procedure, the school district representative should list below the agency to which the complainant has been referred.)*

\_\_\_\_\_  
*(Agency to which complaint has been referred if this complaint is not covered by the Uniform Complaint Procedure.)*

NATURE OF COMPLAINT

*(Describe here the nature of the alleged violation. If this complaint involves the educational service provided to a specific child, please give the name, grade, and school of enrollment. Attach additional page if necessary.)*

**Date of Violation** \_\_\_\_\_  
*(Must be within six (6) months of today's date. If not, you will be given information regarding an appeal to the State Superintendent of Public Instruction for an extension of time in which to file the complaint.)*

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

\_\_\_\_\_  
*(Address and telephone number of person filing complaint)*

**Complaint received by** \_\_\_\_\_  
*(Name and title)*

*Hacienda La Puente Unified School District*

**COMPLAINT REGARDING STUDENT SCHOOL CONCERNS**

1. Name \_\_\_\_\_

Address \_\_\_\_\_ Telephone \_\_\_\_\_

City/State \_\_\_\_\_ Zip Code \_\_\_\_\_

2. Student's Name \_\_\_\_\_

School \_\_\_\_\_

3. Complaint Date: \_\_\_\_\_ Day: \_\_\_\_\_ Time: \_\_\_\_\_ Place: \_\_\_\_\_

Nature of complaint: a brief description

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4. Have you discussed this complaint with the site administrator? Yes \_\_\_\_ No \_\_\_\_

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5. Please describe what specific actions you would like taken to resolve this issue:

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_