

# Parent/Student/Stakeholder Complaint Process

## Purpose

The purpose of this policy is to ensure that All parents, students, employees, and community members are informed of the process to submit complaints that are not covered under the Uniform Complaint Policy (UCP). A process is in place on how and where to submit a complaint and that the complaint process is accessible to all. APEX Academy maintains effective and transparent procedures for reporting, investigating, and resolving complaints submitted.

## How to file a complaint and receive response

Complaints can be submitted in the following manner:

1. Complaint Form – available at school site and online from APEX Academy’s website ([www.apexacademyhs.org](http://www.apexacademyhs.org))
2. Fax – 323.817.6555
3. Call in, Email, Mail, In Person – Susan Huitron, Human Resources/Operations Manager
  - a. PazLo Education Foundation – C/O APEX Academy  
1309 N. Wilton Place, Office 321  
Los Angeles, 90028 **Phone:** 323.817.6550 **email:** [shuitron@apexacademyhs.info](mailto:shuitron@apexacademyhs.info)

Once a complaint is received, it will be reviewed and routed to the appropriate personnel, i.e. – school counselor, assistant principal, principal, human resources.

## How to file an anonymous complaint

Complaints may be filed anonymously. If information is provided by the complainant, a response will be sent to the anonymous complainant. However, if no contact information is provided, a response will not be prepared but the complaint will be processed for recording purposes only.

## Timelines for processing complaints

Every case will be reviewed and a written response to the complainant will be provided within 72 hours from the date that the complaint is submitted or received at APEX Academy. If the complaint involves multiple incidents or individuals, APEX Academy requests five (5) days to investigate incidents.

## How to file an appeal

Those not satisfied with the resolution can appeal to the PazLo Education Foundation Board Chairperson, Gail Shaw-Hawkins via email at [gshawhawkins@apexacademyhs.info](mailto:gshawhawkins@apexacademyhs.info). The Board Chairperson will investigate the appeal and issue a decision, as well as a proposed remedy, in writing within 14 days of receiving the email.

## Log of Complaints and Complaint Summary Report

The HR/Operations Manager will take the lead role in resolving a complaint and will log, track and update complaints. A copy can also be provided to the complainant, if requested. Summary reports will be generated by the HR/Operations Manager for monitoring and improvements as necessary. A semiannual report will be prepared for distribution to Board members. The summary report will include the following:

1. Number of complainants
2. Type of complaint
3. Length of time for completing each complaint and if the timeline was met