



Helix Charter High School

Dr. Mike Lewis, Executive Director



Helix Charter High School Board Policy

CAHSEE INTENSIVE INTERVENTION COMPLAINT PROCEDURES

Note: For districts that receive California High School Exit Examination (CAHSEE) intensive intervention funds, AB 347 (Ch. 526, Statutes of 2007) amended Education Code 35186 to authorize the use of this complaint procedure for deficiencies related to the provision of intensive instruction and services to students who have not passed one or both parts of the high school exit examination after the completion of grade 12.

CAHSEE Intensive Intervention Complaints

Note: Item #1 below is for use by districts maintaining grades 10-12 that receive CAHSEE intensive intervention funding. As amended by AB 347 (Ch. 526, Statutes of 2007), Education Code 35186 authorizes complaints for deficiencies related to the provision of intensive instruction and services pursuant to Education Code 37254. Education Code 37254 requires that districts, as a condition of receiving CAHSEE intensive intervention funding, provide students who have not passed one or both parts of the exit exam by the end of grade 12 the opportunity to receive intensive instruction and services, as specified below.

1. High school exit examination intensive instruction and services

A student, including an English learner, who has not passed the exit exam by the end of grade 12 was not provided the opportunity to receive intensive instruction and services pursuant to Education Code 37254(d)(4) and (5) after completion of grade 12 for two consecutive academic years or until the student has passed both parts of the exam, whichever comes first. (Education Code 35186)

Filing of Complaint

A complaint alleging any deficiency specified in the above shall be filed with a school official designated by the Executive Director. Such complaints may be filed at the school site and shall be immediately forwarded to the Executive Director or designee. (Education Code 35186)

Investigation and Response

The Executive Director or designee shall make all reasonable efforts to investigate any problem within his/her authority. He/she shall remedy a valid complaint within a reasonable time period not to exceed 30 working days from the date the complaint was received.



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CAHSEE INTENSIVE INTERVENTION COMPLAINT PROCEDURES (continued)

Complaints may be filed anonymously. If the complainant has indicated on the complaint form that he/she would like a response to the complaint, the Executive Director or designee shall report the resolution of the complaint to him/her within 45 working days of the initial filing of the complaint. If a response is requested, the response shall be made to the mailing address of the complainant as indicated on the complaint form.

If a complainant is not satisfied with the resolution of a complaint, he/she has the right to describe the complaint to the Charter Board at a regularly scheduled meeting.

Reports

The Executive Director or designee shall report summarized data on the nature and resolution of all complaints to the Board and the County Superintendent of Schools on a quarterly basis.

Forms and Notices

The Executive Director or designee shall ensure that the school's complaint form contains a space to indicate whether the complainant desires a response to his/her complaint and specifies the location for filing a complaint. A complainant may add as much text to explain the complaint as he/she wishes. However, complainants need not use the school's complaint form in order to file a complaint.

Board Policy
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