**Uniform Complaint Procedure**

* **Uniform Complaint Procedures (District Description)** - When a student, parent/guardian, or community member has a complaint alleging that specific action, policy, procedure, or practice is discriminatory or wishes to file a formal complaint in another area of concern, the district and MVHS follow the uniform complaint code. Complaints are made in writing and submitted to an administrator or to the District Support Center. All parties involved in the complaint shall be notified of the complaint. The usual procedure includes a meeting/hearing and notification of the decision to all involved. The complainant is notified of his/her right to appeal the decision.
  + For any concerns or questions regarding discrimination, Equity or Title IX, please contact: Dale Velk, Director, Student Support
  + For any allegations under Section 504 of the Rehabilitation Act of 1973, please contact: Ryan Tukua, Executive Director, Student Support Services

**Timeline for filing complaints**

Complaints must be filed within six months from the date when the alleged unlawful discrimination occurred, or from the date the complainant first obtained knowledge of the facts of the alleged discrimination, harassment, intimidation, or bullying that is based on gender. The time for filing may be extended up to 90 days by the Superintendent or the Superintendent’s designee, for good cause, upon written request by the complainant setting forth the reasons for the request for an extension of time to file a written complaint.

**Investigation Procedure**

All complaints shall be appropriately investigated in a timely manner. Within 10 business days after the Title IX Coordinator or his designee receives the complaint, he shall begin an investigation into the complaint. The investigation shall include an opportunity for the complainant, or the complainant’s representative, or both, to present the coordinator or designee, with any evidence, or information leading to evidence, to support the allegations in the complaint.  MVUSD shall issue a written decision based on the evidence within 60 calendar days from receipt of the written complaint.

Any complainant who is dissatisfied with the district's final written decision may file an appeal in writing with the California Department of Education within 15 calendar days of receiving the district's decision.

Complaints made by or on behalf of students may also be filed with the U.S. Department of Education, Office of Civil Rights within 180 calendar days of the date of the alleged discrimination, unless the time for filing is extended by the Office of Civil Rights for good cause shown under certain circumstances.

**Procedure for Handling Complaints & Appeals in the IB Diploma Program**

The school is committed to maintaining a fair, transparent, and accessible process for addressing complaints and appeals related to the IB Diploma program. All students have the right to voice their concerns and challenge decisions affecting their academic journey.

**Submitting a Complaint**

If a student has a concern regarding any aspect of the IB Diploma program, they are encouraged to first discuss it informally with the relevant teacher, coordinator, or staff member. Many issues can be resolved through direct conversation before escalating to a formal process.

Should the concern remain unresolved, the student may submit a written complaint to the IB Diploma Coordinator, providing relevant details about the issue. Upon receiving the complaint, the coordinator will acknowledge it within five school days and initiate an investigation. A resolution or response will be communicated within ten school days, detailing any action taken or further steps available.

In cases where the student is dissatisfied with the outcome, they may escalate the complaint to the school principal. The principal will review the matter and provide a final resolution within ten school days.

**Appeal Process**

Students have the right to appeal decisions related to academic assessments, policies affecting their participation in the IB program, or other program-related rulings made by the school. To initiate an appeal, a formal written request must be submitted to the IB Diploma Coordinator within ten school days of the initial decision. The appeal should include supporting evidence and a clear justification for reconsideration.

Once received, a review panel consisting of IB Diploma staff and school administration will carefully evaluate the appeal. A decision will be reached within fifteen school days and communicated to the student. If the student remains unsatisfied, they may escalate the matter to the school principal or an appointed academic committee, which will provide a final determination within fifteen school days.