

California Department of Education
Charter Schools Division
Revised October 2019

Charter School Complaint Notice and Form

Information for Parents:

Please review the information on the Charter School Complaint Notice web page at [Charter School Complaint Notice and Form](#) for information on how to obtain the correct form from your charter school.

Charter School Complaint Notice

California *Education Code* Requirements

[California Education Code \(EC\) Section 47605\(d\)\(4\)](#) states the following:

- A charter school shall not discourage a pupil from enrolling or seeking to enroll in a charter school for any reason, including, but not limited to, academic performance of the pupil or because the pupil exhibits any of the following characteristics:
 - Academically low-achieving
 - Economically disadvantaged (determined by eligibility for any free or reduced price meal program)
 - English learner
 - Ethnicity
 - Foster youth
 - Homeless
 - Nationality
 - Neglected or delinquent
 - Race
 - Sexual orientation
 - Pupils with disabilities

- A charter school shall not request a pupil's records or require the parent, guardian, or pupil to submit the pupil's records to the charter school before enrollment.
- A charter school shall not encourage a pupil currently attending the charter school to disenroll from the charter school or transfer to another school for any reason (except for suspension or expulsion).
- This notice shall be posted on a charter school's Internet website and a charter school will provide copies of this notice (1) when a parent, guardian, or pupil inquires about enrollment; (2) before conducting an enrollment lottery, and (3) before disenrollment of a pupil.

Complaint Procedures

In order to submit a complaint, complete the Charter School Complaint Form and submit the form to the charter school authorizer, electronically or in hard copy, to the following location:

Alameda County Office of Education
313 W. Winton Avenue Suite 242
Hayward, CA 94544
juwenl@acoe.org
(510) 670-4147

Charter School Complaint Form

Name:

Email Address:

Mailing Address:

Date of Problem:

Phone Number:

Charter School (include address):

Connecting Waters Charter School, East Bay
12420 Bentley Street
Waterford, CA 95386

California *Education Code (EC)* Section 47605(d)(4) allows a parent or guardian to submit a complaint to the charter school authorizer when a charter school discourages a pupil's enrollment, requires records before enrollment, or encourages a pupil to disenroll. Please identify the basis for this complaint below, with specific facts, which support your complaint.

Basis of complaint (check all that apply):

- Pupil was discouraged from enrolling or seeking to enroll in the charter school.
- Records were requested to be submitted to the charter school before enrollment.
- Pupil was encouraged to disenroll from the charter school or transfer to another school.

Please provide further details:

Please file this complaint with the authorizer of the charter school listed on the preceding page electronically or in hard copy.