

# 2024-25 Complaints & Notice of Concern Summary

*OUSD Office of Charter Schools*

*May 22, 2025*



**OAKLAND UNIFIED  
SCHOOL DISTRICT**

*Community Schools, Thriving Students*

# Agenda

- 2024-25 Complaint Summary
- 2024-25 Notices of Concerns Summary
- Questions

# Complaint Intake

- Complaints reach the Office of Charter Schools (OCS) via email at [charteroffice@ousd.org](mailto:charteroffice@ousd.org) and through the OCS phone line at: **(510) 879-1677**
- We also receive complaints forwarded from OUSD board members, the OUSD ombudsperson, the Superintendent's office, and other OUSD offices
- The [OCS website](#) contains a comprehensive explanation of the complaints process

# Complaint Process

- Complaints are primarily self-reported by complainants; OCS records complaints but does not verify them.
- OCS logs complaints and refers the complainant to the appropriate charter ombudsperson or resource.
- Schools and CMOs are responsible for addressing the complaint and following their Uniform Complaint Procedures (if applicable).
- OCS follows up with the school's ombudsperson to ensure that the school/CMO is aware of the complaint.



# Complaint Follow Up

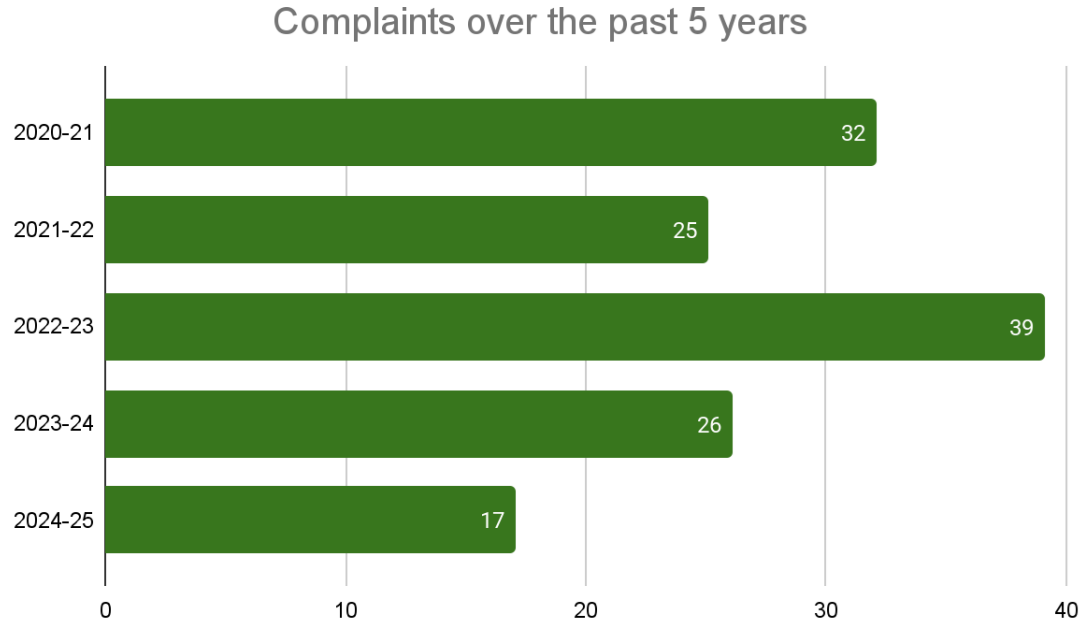
- OCS regularly follows up with past complainants to check on the progress/status of the complaint.
- The OCS team reviews complaints and may follow up with a Letter of Inquiry if there are concerns regarding a potential violation of Education Code or local/state/federal law.
- If a charter school does not follow their established complaint procedure and/or if OCS determines that the school violated Education Code, their charter petition, or local/state/federal law, OCS may send a Notice of Concern.



# 2024-25 Complaints Summary

# 2024-2025 Historical Complaints

In the 2024-25 school year, OCS received 17 complaints from staff, families, and community members.



# Complaints by Category

The 17 complaints received during the 2024-25 school year\* represented the following categories/concerns:

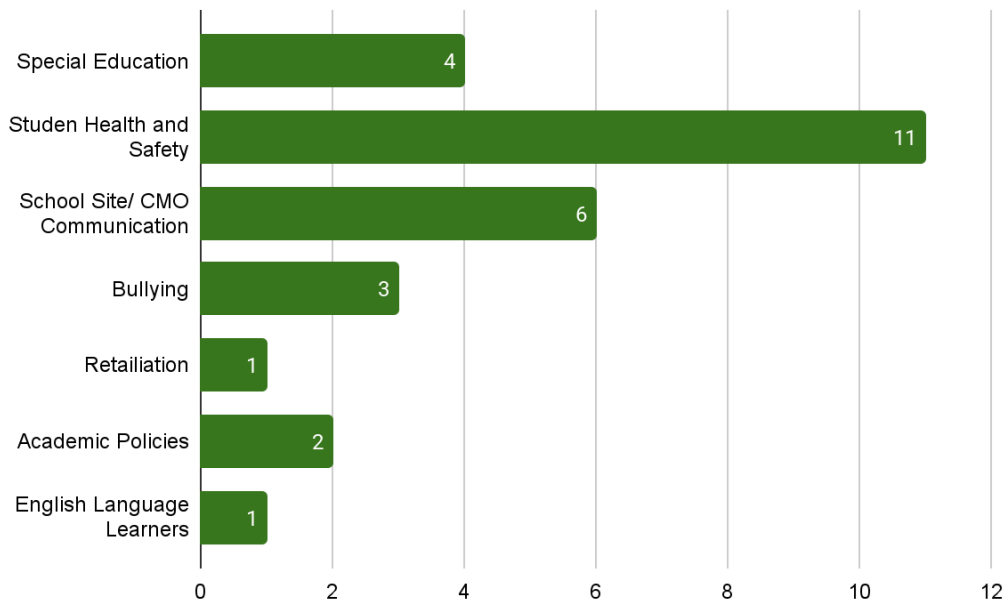
- Student Health and Safety
- Bullying
- Academic Policies
- English Language Learners
- Special Education
- Retaliation
- School Site/CMO Communication

*\*Complaints reported between 7/1/24 to 5/5/25.*



# 2024-25 Complaint Categories

Of the 7 categories, “Student Health and Safety”, School Site/CMO Communication” and “Special Education “” were the most common concerns.





# 2024-25 Notices of Concerns Summary

# Definitions

## **Letter of Inquiry (LOI):**

A formal request to a charter school leader by OCS for more information regarding a potential violation of federal, state, or local laws or regulations.

## **Notice of Concern (NOC):**

A notification to a charter school by OCS regarding a violation of federal, state, or local laws or regulations.

- The Office of Charter Schools (OCS) is typically made aware of a violation through our internal monitoring process, fiscal audits, complaints, referrals from OUSD staff, or the charter school itself.
  - Common examples: enrollment violations, Brown Act violations, or fiscal concerns

# Content of a Notice of Concern

Notices of Concern include three major components:

- Background
- Violation description
- Remedy

Notice of Concerns are tiered:

- Minor
- Moderate
- Severe

Remedies for Notices of Concern are unique to each violation, but generally contains the following:

- Immediate correction of violation
- Violation debrief to OCS
- Enhanced oversight procedures

# Tiered Accountability System

Beginning in the 2023-24 school year, OCS updated the NOC process to make the severity of a violation clear to both charter school leaders and the general public.

Notice of Concern <i>Tier: Minor</i>	Notice of Concern <i>Tier: Moderate</i>	Notice of Concern <i>Tier: Severe</i>	Notice of Violation
Indicates a lower level compliance violation; typically a first-time offense	Indicates a repeated lower level compliance violation or a moderate violation regarding one of the four oversight categories	Indicates a repeated moderate level compliance violation or a high-level violation regarding one of the four oversight categories	First step in the revocation process; may be initiated if school fails to remedy issues in Severe Notice of Concern or if the violation is deemed egregious enough to require immediate action be taken.



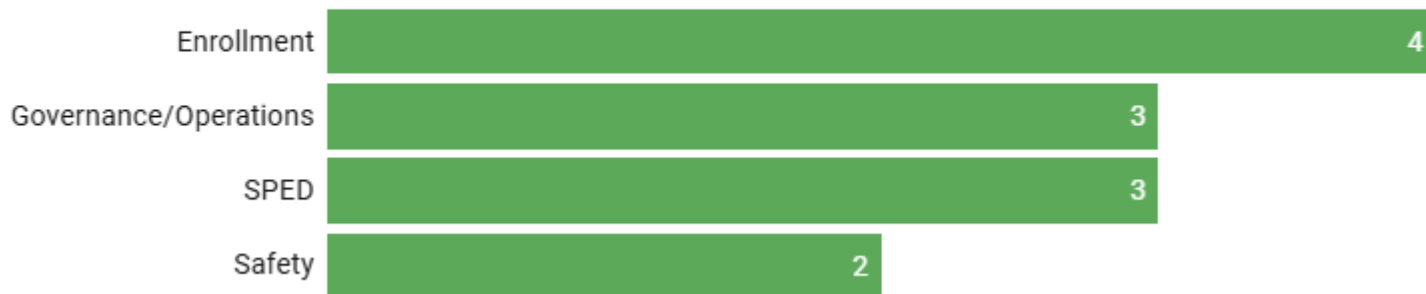
# Process

1. OCS is made aware of an issue (via complaints, staff referrals, oversight processes, etc.)
2. Due diligence
  - Typically includes consultation with legal counsel, a letter of inquiry sent to the relevant charter school staff, and/or outreach to third parties
3. Notice of Concern draft/review
  - OCS staff writes, determines tier, legal counsel reviews
4. Notice of Concern sent to charter school
5. Remedy follow-up / enhanced oversight
6. (If significant concerns exist) In more extreme cases, additional steps may include:
  - District-appointed charter board appointee
  - Notice of Violation (first step in revocation process)

# 2024-25 Letter of Inquiry Summary

In the 2024-25 school year, OCS sent out a total of 12 Letters of Inquiries. Approximately 8 of the LOIs resulted from referrals by charter school staff and through OCS's oversight or audit procedures, with the remainder coming from outreach to OCS by parents, OUSD employees, or ACOE staff.

## LOI Breakdown by Oversight Categories



# 2024-25 and Historical Notices of Concern

In the 2024-25 school year, OCS sent out a total of 13 Notices of Concerns.



# 2024-25 Notices of Concern Summary

Category	Total	Individual Notice	Tier
Governance	2	47607(e) 30 Day Notices	Severe
	2	Brown Act Violation	Minor
Fiscal	2	23-24 Audit Finding	Moderate
	1	Late 23-24 Audit	Moderate
	1	Deficit Spending	Moderate
Operational	2	Exposure of Staff/Student Personal Information	Severe
	1	Missing TB Affidavit Documentation	Moderate
SPED	1	Special Education Services	Moderate
Enrollment	1	Exceeded Maximum Enrollment	Minor

# NOC Trends Observed in 2024-25

- There was a slight increase in the number of NOCs issued compared to the 2023-24 school year (13 NOCs in 2024-25 vs 10 NOCs in 2023-24).
- There was an increase in NOCs issued regarding Governance and Operational concerns in 2024-25 compared to 2023-24. In particular, in 2024-25 there were 7 total NOCs issued compared to 4 for Governance/Operational concerns in 2023-24.
- The majority of NOCs issued were regarding governance, operational, and fiscal concerns including the issuance of 30 day notices, Brown Act violations, and 23-24 Audit Findings.





# Thank You!