



## COMPLAINTS CONCERNING DISTRICT EMPLOYEES PROCEDURES AND TIMELINES

For use by members of the public with complaints addressed by BP/AR 1312.1 (a)

### **Step 1: Informal Complaint**

Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns. If a complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may submit an oral or written complaint to the employee's immediate supervisor or the principal.

### **Step 2: Formal Complaint**

If the complaint has not been satisfactorily resolved through the informal process in Step 1, the complainant may file a written complaint (using the "District Complaint Form"). All complaints related to district personnel other than administrators shall be submitted in writing to the principal or immediate supervisor. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so. Complaints related to a principal or central office administrator shall be initially filed in writing with the Superintendent or designee. Complaints related to the Superintendent shall be initially filed in writing with the Board. Staff responsible for investigating complaints shall attempt to resolve the complaint to the satisfaction of the parties involved within 30 days.

A written complaint shall include:

- A. The full name of each employee involved
- B. A brief but specific summary of the complaint and the facts surrounding it.
- C. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter.

### **Step 3: District Level Appeal**

If the complaint has not been satisfactorily resolved at Step 2, both the complainant and the employee against whom the complaint was made may appeal a decision by the principal or immediate supervisor to the Superintendent or designee, who shall attempt to resolve the complaint to the satisfaction of the person involved within 30 days. Parties should consider and accept the Superintendent or designee's decision as final. However, the complainant, the employee, or the Superintendent or designee may ask to address the Board regarding the complaint.

### **Step 4: Appeal to the Governing Board**

Before any Board consideration of a complaint, the Superintendent or designee shall submit to the Board a written report concerning the complaint, including but not limited to:

- A. The full name of each employee involved
- B. A brief but specific summary of the complaint and the facts surrounding it, sufficient to inform the Board and the parties as to the precise nature of the complaint and to allow the parties to prepare a response
- C. A copy of the signed original complaint
- D. A summary of the action taken by the Superintendent or designee, together with his/her specific finding that the problem has not been resolved and the reasons

The Board may uphold the findings by the Superintendent or designee without hearing the complaint or may hear the complaint at a regular or special Board meeting.

The Board shall make its decision within thirty (30) working days of the hearing and shall send its decision to all concerned parties. The Board's decision will be final.

For questions or clarification, you may contact the Human Resources Department at 951-943-6369 x80304.