

CVUSD

Administrative Regulation

AR 1312.1

Community Relations

Complaints Concerning District Employees

The Superintendent or designee shall determine whether a complaint should be considered a complaint against the district and/or an individual employee, and whether it should be resolved by the district's process for complaints concerning personnel and/or other district procedures.

(cf. 1312.2 - Complaints Concerning Instructional Materials)

(cf. 1312.3 - Uniform Complaint Procedures)

(cf. 4144/4244/4344 - Complaints)

To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against district employees:

1. *Parent-Employee Meeting*

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 (*e.g., principal, assistant principal, or coordinator*).

2. *Parent Complaint to Employee's Supervisor (Site Level Resolution)*

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 (*e.g. the site principal or his/her designee at the secondary school.*)

A copy of the written complaint will be provided to the affected employee and the supervisor will attempt to resolve the complaint.

3. *Parent Complaint to Supervisor of Site Level Administrator (District Level Resolution)*

When a parent complaint has not been resolved by the immediate supervisor (site level) of the employee, the written complaint, accompanied by the written response of the supervisor to the parent (a copy of which will be provided to the affected employee), may be brought by the parent to the supervisor (district level) of the site administrator; e.g. Director of Elementary Education, Director of Secondary Education, Assistant Superintendent of Instruction, or his/her designee, and the administrator will attempt to resolve the complaint.

4. *Parent Complaint to the Superintendent*

When a parent complaint to the district level supervisor has not been resolved by the designated district level administrator of the supervisor of the affected employee, the written complaint, accompanied by the written responses of the supervisors who have attempted to resolve the complaint at the second and third steps (copies of which will be

provided to the affected employee) may be brought by the parent to the Superintendent or his/her designee who will attempt to resolve the complaint.

5. *Parent Complaint to the Board of Education*

When a parent complaint to the Superintendent has not resulted in a resolution of the complaint, the Board of Education may elect to review the complaint if requested by the parent.

If the Board of Education elects to review the complaint, the written complaint, accompanied by the written responses of the administrators at the second, third, and fourth steps (copies of which have been provided to the affected employee), will be reviewed in Closed Session of the Board of Education and a written response provided to both the parent making the complaint and the affected employee.

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.

(cf. 9321 - Closed Session Purposes and Agendas)

(cf. 9323 - Meeting Conduct)

The decision of the Board shall be final.

Any complaint of child abuse or neglect alleged against a district employee shall be reported to the appropriate local agencies in accordance with law, Board policy and administrative regulation.

(cf. 5141.4 - Child Abuse Prevention and Reporting)

CSBA (12/88 6/94) 3/01

Adopted: April 15, 2008