

COMPLAINTS CONCERNING THE SCHOOLS

The Board of Education believes that the quality of the educational program can improve when the district listens to complaints, considers differences of opinion, and resolves disagreements through an established, objective process.

The Board encourages complainants to resolve problems early and informally whenever possible. If a problem remains unresolved, the individual should submit a formal complaint as early as possible in accordance with appropriate district procedures. District procedures shall be readily accessible to the public.

Complaints shall be handled pursuant to law and according to the procedures outlined in board policy and administrative regulations, as follows:

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| Board Policy 1312. 1 | <u>Complaints Concerning District Employees</u>
For procedures related to complaints about employees, other than vacancy or assignment. |
| Board Policy 1312. 2 | <u>Complaints Concerning Instructional Materials</u>
For complaints concerning the district's adoption and selection of specific instructional materials. |
| Board Policy 1312.3 | <u>Uniform Complaint Procedures</u>
For complaints regarding discrimination or failure to comply with state or federal law in certain categorical programs. |
| Administrative
Regulation 1312.4 | <u>Williams Uniform Complaint Procedures</u>
For complaints falling into three categories: (1) emergency or urgent facilities conditions that pose a threat to the health and safety of pupils or staff; (2) insufficient instructional materials; and (3) teacher vacancies or misassignments. |

Individual Board members do not have authority to resolve complaints. If approached directly with a complaint, however, Board members should listen to the complaint and show their concern by referring the complainant to the Superintendent or designee so that the problem may receive proper consideration.

Legal Reference:

EDUCATION CODE

35146 Closed sessions

35160.5 Requirement of school district policies: parental complaints re. employees

GOVERNMENT CODE

950-950.8 Actions against public employees

54957-54957.8 Closed sessions

CODE OF REGULATIONS, TITLE 5

3080 Application of section 4600-4671

4600-4671 - Uniform complaint procedures

Revised: January 2006

(Adopted: February 1993)