

COMPLAINTS ABOUT THE SCHOOLS

BP 1312

The complaining party should meet with the person most closely associated with the problem. The problem should be discussed on an informal basis. If a mutually acceptable resolution is not found, the complaining party is to meet with the supervisor of the party most closely associated with the problem (if that person was a supervisor, the complaint should be entered in writing on the District Complaint Form and submitted to the supervisor). If the supervisor and the complaining party are unable to find resolution, the complaint shall be stated in writing and forwarded to the Superintendent with appropriate documentation of steps taken to find a resolution.

The supervisor shall answer the complaint and send a copy to the complaining party and the Superintendent. If the complaining party is not satisfied with the supervisor's decision, the complaining party may appeal the complaint to the Superintendent, who shall answer the complaint. If the complaining party is not satisfied with the Superintendent's decision, the complaining party may appeal the complaint to the Board.

The Board may elect to hear the complaint. If so, the Board will have a hearing with the complaining party in Closed Session only if appropriate for the complaint. The Board's decision shall be final.

All complaints submitted by way of the District adopted Complaint Form will be processed in an expeditious manner. The processing of any complaint at any level will not exceed thirty (30) calendar days from the date received.

Legal Reference:

Education Code

35146 *Closed sessions*

First Reading: 10/11/00

Governing Board Adoption: 11/8/00

(Former BP 1310)