

**SAN LORENZO
UNIFIED SCHOOL DISTRICT
ADMINISTRATIVE REGULATIONS**

Community Relations

AR 1312.1 (a)

COMPLAINTS CONCERNING DISTRICT EMPLOYEES

The Superintendent or designee shall determine whether a complaint should be considered a complaint against the District and/or a District employee, and whether it should be resolved by this complaint process, or other District procedures.

This complaint procedure is intended to:

1. Encourage solving problems, first on an informal basis and at the level closest to the situation;
2. Resolve problems as quickly as possible;
3. Assist in clear communication;
4. Provide an orderly and clear dispute resolution process.

When necessary for communication, an interpreter will be provided to the extent reasonably possible. The Superintendent or designee shall ensure that staff designated to investigate complaints are knowledgeable about the related laws and programs and have access to legal counsel as determined to be appropriate.

I. Informal Level

In an effort to seek immediate resolution of the concern, the complainant shall first meet with the employee. However, if the complainant is unable to meet with or resolve the complaint directly, or the complaint is regarding personnel with whom the complainant is unfamiliar, or the complaint is extremely sensitive or could represent a violation of law or district policies, the complainant should direct the complaint to the employees' immediate supervisor or the principal.

II. Level 1

If the complaint is not resolved at the Informal Level, the complainant may, within 10 days of the meeting described above in Paragraph A, submit a written complaint to the employee's immediate supervisor or the principal. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so or arrange for assistance. Complaints related to a principal or central office administrator shall be initially filed in writing with the Superintendent or designee. Complaints related to a Board member or to the Superintendent shall be initially filed in writing with the Board.

A. Complaint Forms (see Exhibit 1312.1), along with copies of the Board Policy on Complaints (see BP 1312.1) should be available at each school and through the Educational Services Department in the District office, and can also be accessed on the District's website.

III. Level 2

A. Upon receiving a Complaint form, the District employee/designee responsible for investigating complaints will communicate with the complainant and any other involved parties and other witnesses as deemed necessary. The District may, with prior approval from the Superintendent, refer the complaint to a third party investigator as appropriate.

B. The District employee/designee responsible for investigating complaints will use good faith efforts to resolve the complaint to the satisfaction of the person(s) involved within 30 days. If more than 30 days

is needed to investigate the complaint, the District shall notify the complainant in writing of the extension of this timeline. At the conclusion of the investigation, a written summary of the investigation findings shall be provided to the complainant and the employee who is the subject of the complaint.

- C. If the complainant is not satisfied with the outcome at Level 2 and chooses to pursue further action, the complainant may, within 10 days of receiving a written summary of the investigation findings, appeal the Level 2 decision to the Superintendent or designee for processing at Level 3.

IV. Level 3

- A. Upon receiving a Level 3 appeal, the Superintendent or designee shall, in a timely manner:

- 1. Review the previous decisions and issue a judgment regarding the complaint; or
- 2. Reinvestigate the complaint;

- B. At the conclusion of the Superintendent or designee's review of the matter, the Superintendent or designee shall issue a written decision to the complainant and employee regarding his/her findings. The complainant or the employee, may, within 10 days of receiving the Superintendent's written decision, submit a written request to address the Board regarding the complaint.

V. Level 4

- A. Upon receiving a Level 4 request, the Superintendent or designee shall submit to the Board a written report concerning the complaint, including, but not limited to:

- 1. A brief summary of the complaint, the facts, and the individuals involved. The summary should inform the Board as to the precise nature of the complaint.
- 2. A copy of the complaint, along with any final investigation findings
- 3. 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

- B. The Board may uphold the Superintendent's decision without hearing the complaint. In the alternative, the Board may ask all parties to the complaint to attend a Board meeting to present all available evidence and allow opportunity for explaining and clarifying the issue in accordance with the law.

- C. The decision of the Board shall be final.

Complaints of child abuse by a District employee shall be reported in accordance with the law and District Policy and Regulations.

Board Approved: June 4, 2013

San Lorenzo Unified School District
DISTRICT COMPLAINT/RESOLUTION PROCESS

Name of Complainant: _____ **Date:** _____

Name of Student: _____

Address: _____ **Home Ph:** _____
_____ **Work Ph:** _____

Nature of Complaint (check one):

- Regarding an employee Regarding a specific policy Regarding a specific incident

Name of Employee: _____

Name of Policy: _____

A. Describe the incident/concern (attach written statement if necessary):

Date/Time: _____ Location: _____

Witnesses: _____

People involved: _____

Description: _____

B. Describe what steps, if any, you have taken to resolve this situation. Indicate date/time that conference was held in an effort to resolve the matter:

- I met with the employee(s) that is/are the subject of my complaint.**

Name of employee: _____ Date of meeting _____

Name of employee: _____ Date of meeting _____

Name of employee: _____ Date of meeting _____

- I met with employee's immediate supervisor.**

Name of Supervisor: _____ Date of meeting _____

- I met with the Principal.**

Name of Supervisor: _____ Date of meeting _____

B. What specific steps would you like to see taken in order to resolve this situation?

Signature of Complainant

Date Submitted

When complete, mail form to:

Educational or Business Services Department
San Lorenzo Unified School District
15510 Usher Street
San Lorenzo, CA 94580

Distribution: District Administrator Principal/Supervisor

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