

# HART DISTRICT FORMAL COMPLAINT PROCEDURES

The District encourages the early, informal resolution of complaints at the site level when appropriate and whenever possible. Complaints are often satisfactorily resolved at the informal discussion level. The procedures below describe both the informal and formal processes for addressing complaints. The following steps constitute the Hart District's Administrative Process for complaint resolution.

## STEP 1: INFORMAL LEVEL

- A. Discuss your complaint with the District employee who directly supervises or oversees the area of concern. A matter involving classroom instruction or management should first be discussed with the classroom teacher.
- B. If the matter is not resolved through discussion with the teacher or other employee at the site, discuss your complaint with the appropriate assistant principal, and if necessary, the site principal. If your complaint is about an employee, the District is required to provide that employee with a copy of the complaint, and must provide the employee an opportunity to respond to the complaint.
- C. If your complaint is about a District level matter, contact the appropriate District level administrator to discuss your concern. Your site administrator will be able to provide you with the name of the District level administrator that has oversight of the department or area that you are concerned about. District level managers' names and areas of responsibility may also be found on the District website ([www.hartdistrict.org](http://www.hartdistrict.org)).

## STEP 2: FORMAL WRITTEN LEVEL

- A. If informal efforts to resolve your complaint are unsatisfactory, you may submit the District Complaint form to the site principal or to the Human Resources Office. The District Complaint form may be found on the District website (Under "Complaints"), or you may contact the Human Resources office at the District office to request the form.
- B. The principal or Director of Human Resources will try to make an initial contact with you within five school days of receipt of your complaint. A "school day" is a day when regular classes are in session throughout the District. You should expect a written response to your complaint within ten school days, unless you are notified that the response date will be extended.

## STEP 3: FORMAL APPEALS LEVEL

- A. If your complaint is not resolved at the site level, you may submit a copy of the District Complaint form to the Director of Human Resources. Be aware that if it is determined that sufficient efforts to resolve the complaint at the informal level have not been undertaken, the Director of Human Resources may refer the matter back to the site for continued attention.
- B. In addition to the District Complaint form, please also include a letter, stating specifically what aspects of the site level response are unsatisfactory to you. The Director of Human Resources should acknowledge receipt of your complaint within ten school days. You should receive a findings of facts and determination statement within 30 school days.
- C. If you are not satisfied with the findings and determination of the Director of Human Resources, you may contact the Assistant Superintendent of Personnel to discuss your concerns. Provide a copy of the relevant materials. The Assistant Superintendent will conduct a review of the matter and will try to issue a written response to you within ten days.
- D. If you are not satisfied with the findings and determination of the Assistant Superintendent, you may contact the District Superintendent to discuss your concerns. Provide a copy of the relevant materials. The Superintendent will issue you an initial response letter within ten school days of receipt of your complaint. After the Superintendent has reviewed the preceding findings and determination statements, a written conclusion letter will be sent to you.
- E. If you are not satisfied with the findings and determination of the Superintendent, you may submit your complaint materials to the Hart District Governing Board. Contact the Administrative Assistant to the Superintendent for assistance with this part of the process.
- F. If you remain dissatisfied following the Board's review of your complaint, you may wish to seek outside assistance at your own expense.



William S. Hart Union High School District

DISTRICT COMPLAINT FORM

Any staff member, parent, student, community member or applicant who has a complaint regarding an employee, a district policy, or other condition of the William S. Hart Union High School District may submit the complaint by completing this form and filing it with the school principal or appropriate District administrator. For details of the complaint process, see the Hart District Formal Complaint Procedures on the reverse side of this document. If the complaint alleges an issue of discrimination or failure to comply with certain specified state or federal laws, please follow the Uniform Complaint Procedure (UCP) process, instead of this form. The UCP process is explained on the Hart District website, at [www.hartdistrict.org](http://www.hartdistrict.org). Check under "Community" or "Human Resources".

Date Complaint Filed: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

The complainant is a: staff member \_\_\_ parent \_\_\_ student \_\_\_ applicant \_\_\_ community member \_\_\_

A. STATEMENT OF PROBLEM: Be as specific as possible, including relevant names, dates, times, locations, and witnesses. Attach additional pages, if necessary.

B. REMEDY SOUGHT:

An initial conference will occur with the administrator at the site or department level. The complaint will be responded to by the appropriate administrator. A copy of the response will be mailed to you. If you are not satisfied with the response, follow the appeal process outlined on the Hart District Formal Complaint Procedures page. At the District level, submit complaints to Greg Lee, Director of Human Resources and Equity Services, at [glee@hartdistrict.org](mailto:glee@hartdistrict.org) or mail to the District Administrative Office at 21380 Centre Pointe Parkway, Santa Clarita, Ca. 91350.

C. COMPLAINANT'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_