

**HOW TO USE THE DISTRICT COMPLAINT PROCESS AND FORM IF NEEDED \***  
(Administrative Procedures)

The District encourages the early, informal resolution of complaints at the site level when appropriate and whenever possible. Usually, complaints are satisfactorily responded to at the informal discussion level. However, procedures below describe both the informal and formal processes to bring closure to complaints. The following steps summarize the Administrative Procedures.

**Step 1: Informal Levels**

- A. *Informally discuss your complaint with the school district employee who directly supervises the situation being complained about, such as the teacher about a classroom situation.*
- B. *If you are not satisfied, or if the complaint is about something at the school, discuss your complaint with the school principal. If the complaint is about an employee, the district is required to give the employee the complaint, and to provide the employee an opportunity to respond to the supervisor.*
- C. *If your complaint is about a district level matter, discuss your complaint with the appropriate district office administrator.*

**Step 2: Formal Written Level**

- A. *If you wish to take the complaint to the formal (written) level, you may obtain a District Complaint Form from the Human Resources Department at the Hart District Office.*
- B. *Complete the form. Submit it to the school principal/appropriate district administrator. The principal/district administrator will try to make an initial contact with you within 1-5 school days. (A school day is a day when students throughout the district are in school during the normal school year.) The administrator shall make reasonable efforts to give you a written response within ten (10) school days from the date the administrator received your written complaint.*

**Step 3: Formal Appeals Level**

- A. *After getting a written response from the principal/appropriate district administrator, if you wish to take the complaint to the next level, please submit a copy of the completed District Complaint Form to the Director of Human Resources. Please include a brief letter to indicate what specifics in the response from the principal/administrator were not satisfactory to you. Normally you can expect to receive a written notice within ten (10) school days that your complaint has been received and read. If appropriate the Director of Human Resources will forward the complaint to another district administrator to investigate. The appropriate administrator will conduct a Findings of Facts and will send you a written statement of the "Administrative Response/Actions" within thirty (30) school days after receiving the written complaint.*
- B. *If you are not satisfied and wish to take the complaint to the next level, please submit a copy of the completed District Complaint Form to the Assistant Superintendent of Human Resources. After the Assistant Superintendent has conducted a Findings of Facts and determined an appropriate Administrative Response/Action, a written conclusion will be sent to you. You can normally expect to receive a written response within ten (10) school days following the discussion.*
- C. *If you are not satisfied and wish to take the complaint to the final administrative level, please submit a copy of the completed District Complaint Form to the District Superintendent. Discuss your complaint with the Superintendent. You will receive an initial written response within ten (10) school days following the discussion. After the Superintendent has reviewed the Findings of Facts, already accomplished, conducted any additional findings of facts needed, and determined an appropriate Administrative Response/Action, a written conclusion will be sent to you.*
- D. *If you are not satisfied and wish to take the complaint to the next level, please submit a copy of the District Complaint Form to the Hart Governing Board. The administrative assistant to the Superintendent will assist you in that process.*
- E. *If you remain dissatisfied after the Board's review and response, 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 detailed explanation of complaint process, see reverse side. (If your complaint alleges an issue of discrimination or failure to comply with certain specified state or federal laws, please use the Federal/State Uniform Complaint Form instead of this form. See more detailed explanation on reverse side, at the bottom of the page.)

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

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

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

Phone #: \_\_\_\_\_

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

The complainant is a: Staff member  Parent  Student  Applicant  Community Member

A. Statement of the problem: (Please be as precise as possible, include specific facts: names, dates, times, location, witnesses, etc. Attach additional pages, if necessary.)

B. Remedy sought:

C. Is a conference requested? Yes  No

Initial conference will occur with the administrator at site or department level. All complaints 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, you should re-contact that administrator and explain your dissatisfaction. If you are still not satisfied, resubmit the complaint to Greg Lee, Director of Human Resources and Equity Services at 661-259-0033 ext. 316 or via e-mail at [glee@hardistrict.org](mailto:glee@hardistrict.org).

D. Signature of Complainant: \_\_\_\_\_ Phone # \_\_\_\_\_