

Where to File a Level 2 Complaint

If the complaint is about:	File the complaint with:
A school site employee other than the Principal	The school site Principal
A Principal	Dr. Jeffrey Wilson (626) 821-6634 Assistant Supt., Educational Services
Any administrator other than a Principal	The administrator's supervisor
An Assistant Superintendent	Dr. David Vannasdall (626) 821-6640 Superintendent
Budget, Accounting, or Payroll	David Vong (626) 821-6625 Director, Fiscal Services
Classroom instruction or curriculum	The school site principal
Current Board Policy	Dr. David Vannasdall (626) 821-6640 Superintendent
District Curriculum and Instruction	Dr. Jeffrey Wilson (626) 821-6634 Assistant Supt., Educational Services
Human Resource Services	Dr. Kevin Hryciw (626) 821-6627 Assistant Supt., Human Resource Services
Facilities, Maintenance, Operations	Tony Barrios (626) 821-1435 Director, Facilities and Operational Services
Nutrition Services	Kathleen Ashworth (626) 821-8322 Director, Nutrition Services
Special Education	Katherine Mahoney (626) 821-8371 x7124 Director, Special Education
State or Federal Programs	Dr. Jeffrey Wilson (626) 821-6634 Assistant Supt., Educational Services
Superintendent	Board of Education
Technology and Information Services	Scott Bramley (626) 821-6609 Chief Technology Officer
Transportation	Tony Barrios (626) 821-1435 Director, Facilities and Operational Services
Warehouse, Purchasing	Dierk Esseln (626) 821-6631 Chief Business Officer

Arcadia Unified
School District

Complaint Procedure



For additional information on the District's complaint procedures, please contact:
Denise Fong
Community Services Facilitator
Phone: (626) 821-6613
Email: dfong@ausd.net

**150 South Third Avenue
Arcadia, CA 91006
Website: www.ausd.net**

Arcadia Unified School District
Board Policy on Complaints

Arcadia Unified School District exists to provide the best educational program and learning environment possible for all students entrusted to its care. The Governing Board believes that the quality of the educational program can improve when the District listens to complaints, considers different opinions, and resolves disagreements expeditiously through an established, objective process. Additionally, the Governing Board wishes to foster a culture in which complaints or concerns are expressed freely and listened to thoughtfully, with mutual civility and respect without disrupting the educational process. *(cf. Civility BP)*

The Board expects that consideration of any changes to a current policy or practice or reconsideration of previous decisions will be done in a thoughtful manner that takes into account both the immediate concern and the implications for *all* students and families, the impact on programs and staff, and related legal requirements. However, it is the Board's general belief that consideration should be given to requests for individual accommodations, where these can reasonably be addressed without unduly impacting staff, or compromising the District's educational standards or expectations for fair and equitable treatment.

The Governing Board sets the policy and direction of the District and delegates the responsibility to make day-to-day operational decisions to the District's employees. The Board of Education holds employees accountable for making decisions that are in keeping with Board policy and the law and requires the Superintendent to establish an orderly process for considering complaints about employee decisions. The Board also understands that as part of this procedure, the District has a responsibility to safeguard employees from frivolous complaints that could serve as distractions to the effective pursuit of the District's mission.

The Board recognizes that individual Board members do not have the authority to make operational decisions or resolve complaints; however, Board members approached individually will listen to complainants and apprise complainants of how to make sure their complaint receives proper consideration.

It is the intent of the Governing Board that matters giving rise to a complaint be addressed first on an informal basis and at the level closest to the situation. The Board recognizes that those closest to the situation have the most information about the reasons for a decision and that successful resolution of a complaint is most likely at that level. The Board also wishes to encourage patterns of communication and resolution of disputes that will contribute to building long-term positive relationships among parents, students, school and District staff, with the ultimate goal of benefiting students. If a complaint cannot be addressed and resolved informally (Level 1), then the formal steps of the complaint procedure are available to any complainant.

For additional information see Arcadia Unified School District Board Policy on Complaints (BP 1312.1)
Note: For complaints about State or Federal programs see BP 1312.3

Arcadia Unified School District COMPLAINT PROCEDURES

This complaint procedure is intended to:

1. Encourage solving problems between the people most directly involved.
2. Resolve problems in a timely way.
3. Assist in communication about the problem and the desired solution.
4. Provide an orderly process so everyone knows the procedural steps.

When necessary for communication, an interpreter will be provided if possible.

LEVEL 1 (required before proceeding to LEVEL 2)

TALK TO THE PERSON WITH WHOM YOU HAVE THE COMPLAINT.

This person is in the best position to address the complaint quickly and has the most information about the concern. The only exception to this "golden rule" is if you think the person may have broken the law, or the complaint is extremely sensitive. If that is the case, you should direct the complaint to the employee's supervisor. If you are not sure who that is, see the attached list.

IF YOU ARE STILL NOT SATISFIED after talking to the person:

TALK TO THE EMPLOYEE'S IMMEDIATE SUPERVISOR.

The supervisor will talk with the employee involved, and any other people who may have useful information, in an attempt to help in resolving the issue informally. This should be done in a timely way, but may still take 1-2 weeks, depending on the nature of the complaint. If investigation of your complaint will take longer than two weeks, the supervisor should explain that to you.

If the supervisor is not able to work out a resolution which is agreeable to you and the employee, then they will make a decision to:

- over-rule the employee's decision or action;
- modify the employee's decision or action;
- not over-rule the employee's decision or action.

The supervisor will tell you and the employee the decision.

IF YOU ARE STILL NOT SATISFIED after talking to the immediate supervisor, you may proceed to level two, which is a written complaint.

LEVEL 2

FILL OUT THE DISTRICT COMPLAINT FORM and give it to the principal or appropriate department head identified in *Where to File A Level 2 Complaint* on the back of this brochure.

Complaint Forms are available at each school and the Arcadia Education Center, and can also be accessed on the District's website at www.ausd.net.

AFTER RECEIVING A COMPLETED COMPLAINT FORM, THE PRINCIPAL OR DEPARTMENT HEAD WILL INVESTIGATE THE COMPLAINT,

including talking with the employee and supervisor. A copy of the written complaint may be provided to the employee and other involved parties, as appropriate. The investigation should be done in a timely way, but that may still take 1-2 weeks, depending on the nature of the complaint. If it will take longer, the principal or department head should explain that to you.

AFTER INVESTIGATING THE FACTS, THE PRINCIPAL OR DEPARTMENT HEAD WILL MAKE A DECISION regarding the complaint either to:

- over-rule the employee's decision or action;
- modify the employee's decision or action;
- not over-rule the employee's decision or action.

The principal or department head will communicate the decision to you (the complainant), the employee who is the subject of the complaint, and others, as appropriate.

IF YOU ARE SATISFIED with the principal's or department head's decision at Level 2, the completed Complaint Form shall be filed in the office of the principal or department head.

IF YOU ARE NOT SATISFIED with the outcome at Level 2 and choose to pursue the complaint, a copy of the completed Complaint Form will be sent to the Assistant Superintendent's Office for further consideration at Level 3.

LEVEL 3

TELL THE PRINCIPAL OR DEPARTMENT HEAD THAT YOU WISH TO APPEAL YOUR COMPLAINT TO LEVEL 3; they will forward a copy of the Complaint Form, including the decision at LEVEL 2, to the Assistant Superintendent's Office.

THE ASSISTANT SUPERINTENDENT OR DESIGNEE MAY:

- INVESTIGATE THE COMPLAINT DIRECTLY,
- REFER THE COMPLAINT TO A COMPLAINT REVIEW PANEL FOR AN ADVISORY OPINION, OR
- ISSUE A JUDGMENT REGARDING THE COMPLAINT.

IF THE ASSISTANT SUPERINTENDENT INVESTIGATES THE COMPLAINT AGAIN, this investigation will be done in a timely way, but that may still take 1-2 weeks.

After investigating the facts, or if no additional investigation is necessary, the Assistant Superintendent will make a decision regarding the complaint either to:

- over-rule or modify the employee's decision or action
- not over-rule or change the employee's decision or action.

The principal or department head will communicate the decision to you (the complainant), the employee who is the subject of the complaint, and others, as appropriate.

IF THE ASSISTANT SUPERINTENDENT REFERS THE COMPLAINT TO A COMPLAINT REVIEW PANEL FOR AN ADVISORY OPINION, the Complaint Review Panel, will invite you to present your case; they will also invite others to present information regarding the complaint as needed and appropriate. After listening to the evidence and information, the panel will provide an advisory recommendation to the Assistant Superintendent, usually no later than five working days after hearing the complaint. The Assistant Superintendent will communicate his/her final judgment to you as the complainant, and other parties as appropriate. This will normally happen no later than five working days after receiving an opinion from the panel. A Complaint Review Panel will normally include a parent, a school district employee, and a citizen representative.

IF YOU ARE SATISFIED with the Assistant Superintendent's decision at Level 3, the completed Complaint Form will be filed in the Assistant Superintendent's office.

IF YOU ARE NOT SATISFIED with the outcome at Level 3 and choose to pursue the complaint, the final level of appeal will be to the Governing Board.

LEVEL 4

If you wish to appeal to Level 4, you must, in writing, request to appear at a regularly scheduled meeting of the Governing Board where you will be heard in open or closed session as governed by the law. In considering your complaint, the Board may request additional information from you or from staff.

In making a judgment, the Board may:

1. Take no action, which has the effect of upholding previous decisions;
2. Take action to reverse previous decisions;
3. Take action to modify in whole or in part previous decisions.

The decision of the Governing Board is final.