

## **COMPLAINTS CONCERNING SCHOOL PERSONNEL**

**(BP 1312.1)**

In order to promote fair and constructive communication, the following procedures shall govern the resolution of complaints. Every effort should be made to resolve a complaint at the earliest possible stage.

1. Complaints concerning school personnel should be made directly by the complainant to the person against whom the complaint is lodged. Parents/guardians are encouraged to attempt to orally resolve concerns with the staff member personally.
2. If the complaint is not resolved at this level, the complainant may take the complaint to the school principal or immediate supervisor by appointment or in writing.
3. The principal or immediate supervisor is responsible for investigating complaints and will attempt to resolve the complaint to the satisfaction of the person(s) involved. If the complaint is resolved, the principal will so advise all concerned parties, including Superintendent or designee, if appropriate.
4. At the request of the complainant, if the complaint remains unresolved after review by the principal or the immediate supervisor, the principal shall refer the written complaint, together with a report and analysis of the situation, to the Superintendent or designee. Complainants should consider and accept the Superintendent or designee's decision as final. However, the complainant or the employee may request in writing to address the Governing Board regarding the complaint.
5. Written complaints:
  - a. When necessary, district administration at the site or district office shall assist in the preparation of the written complaint. The administrative staff shall inform the complainant that assistance is available if she/he is unable to prepare a written complaint without such help.
  - b. A written complaint must include the name of each employee involved and a brief but specific summary of the complaint and the facts surrounding it. It must also include a specific description of a prior attempt to discuss the complaint with the employee involved and the failure to resolve the matter. The complaint must be signed.

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- c. All written complaints regarding district personnel other than administrators shall be initially filed with the principal or the immediate supervisor. If the complaint regards a principal or district office administrator, the written complaint shall be initially filed with the Assistant Superintendent, Personnel. A further appeal may be granted by the Superintendent. If the written complaint concerns the Superintendent, it shall be initially filed with the Board president.
6. Except when a complaint is directed against the Superintendent, no party to a complaint may address the Board, either in closed or open session, unless the Board has received the Superintendent or designee's written report concerning the complaint. The Superintendent or designee's report shall contain, but not be limited to:
  - a. The name of each employee involved
  - b. A brief but specific summary of the complaint and the facts surrounding it, sufficient to inform the Board and the employee(s) as to the precise nature of the complaint and to allow the employee(s) to prepare a defense
  - c. A copy of the signed original complaint
  - d. A summary of the action taken by the Superintendent or designee, with his/her specific finding that disposition of the case at the Superintendent's level has not been possible, and the reasons why.

All parties to a complaint, including the district site or district office administration, may be asked to attend a Board meeting or part of such meeting for the purpose of presenting all available evidence and allowing every opportunity for explaining and clarifying the issue.

Strict confidentiality is essential and will be maintained in all matters pertaining to complaints and their resolutions.

Complaints concerning an employee shall be addressed in a close session of the Board unless the employee requests that the issue be addressed in open session.

The decision of the Board following the hearing shall be final.