



### AR 1312.1

#### Complaint Procedures

The Superintendent or designee shall determine whether a complaint should be considered a complaint against the district and/or the individual, and whether it should be resolved by the district's process for complaints concerning personnel, other district procedures, or both.

The Board of Education shall annually review district policies and regulations related to complaints against school personnel.

In order to promote fair and constructive communication, the following procedures shall govern the resolution of complaints against district employees:

1. Every effort should be made to resolve a complaint at the earliest possible stage. Complaints should be filed in a timely manner as soon as the complainant is aware of the incident leading to the complaint. However, in no event shall complaints filed 90 days after the alleged incident leading to the complaint be subject to the provisions of this policy. This is to ensure that the facts leading the alleged incident can be determined as accurately as possible. Whenever possible, complaints concerning school personnel should be made directly by the complainant to the person against whom the complaint is made. Parents/guardians are encouraged to attempt to orally resolve concerns with the staff member personally. The administration has the responsibility to protect the rights of everyone in this process.

In instances where the complaint may be about discrimination because of age, culture, ethnicity, race, or sexual orientation, the complainant may contact the district diversity committee to request an ombudsman to assist with a timely and satisfactory resolution.

2. If a complainant is unable or unwilling to resolve the complaint directly with the person involved, he/she may submit a written complaint to the employee's immediate supervisor or the principal.

3. When a written complaint is received, the employee shall be notified in accordance with collective bargaining agreements.

4. All complaints related to district personnel other than administrators shall be submitted in writing to the principal or immediate supervisor. If the complainant is unable to prepare the complaint in writing, administrative staff will help him/her to do so. 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.

5. A written complaint must include:

a. The name of each employee involved.

b. A brief but specific summary of the complaint and the facts surrounding it, and

c. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter.

6. The person responsible for investigating complaints will attempt to resolve the complaint to the satisfaction of the persons involved within 30 days.

7. The complainant may appeal a decision by the principal or immediate supervisor to the Superintendent or designee, who will attempt to resolve the complaint to the satisfaction of the persons involved within 30 days. Complainants should consider and accept the Superintendent or designee's decision as final. However, the complainant, the employee, or the Superintendent or designee may ask to address the Board regarding the complaint.

8. Before and Board consideration of a complaint, the Superintendent or designee shall submit to the Board a written report concerning the complaint, including but not 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, together with his/her specific finding that the problem has not been resolved and the reasons.

9. The Board may uphold the Superintendent's decision without hearing the complaint.

10. All parties to a complaint may be asked to attend a Board meeting in order to present all available evidence and allow every opportunity for explaining and clarifying the issue.

11. Before the Board holds a closed session to hear complaints or charges brought against an employee, the employee shall receive written notice of his/her right to have the complaints or charges heard in open session rather than closed session. This notice shall be delivered personally or by mail at least 72 hours before the time of the session. Complaints concerning Board members shall be addressed in open session unless a closed session is warranted pursuant to Education Code [35146](#) or [48918](#) or Government Code [54957](#) or [54957.6](#).

12. Any decision of the Board shall be final.

#### Complaints Regarding Child Abuse

When a complaint of child abuse is alleged, the district shall provide parents/guardians procedures for filing a child abuse complaint with the appropriate child protective agencies. Upon request, such procedures shall be written in the primary language of the parent/guardian, and the Superintendent or designee shall provide an interpreter if needed.

Providing the above procedures to parents/guardians does not relieve mandated reporters from their duty to report suspected child abuse in accordance with law.

Regulation DUBLIN UNIFIED SCHOOL DISTRICT

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