



COMPLAINTS CONCERNING DISTRICT EMPLOYEES

(BP 1312.1)

- Employee or School Related
- Child Abuse

Dublin Unified School District
7471 Larkdale Avenue
Dublin, CA 94568
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COMPLAINTS CONCERNING DISTRICT EMPLOYEES

The Board of Education accepts responsibility for providing a means by which the public can hold employees accountable for their actions. The Board desires that complaints be resolved expeditiously without disrupting the educational process.

The Superintendent or designee shall develop regulations which permit the public to submit complaints against district employees in an appropriate way. These regulations shall protect the rights of involved parties. The Board may serve as an appeals body if the complaint is not resolved.

The Superintendent or designee may keep a complainant's identity confidential, except to the extent necessary to investigate the complaint. The district will not investigate anonymous complaints unless it so desires.

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.

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.

2. If a complaint 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 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 (7471 Larkdale Avenue, Dublin, CA 94568). Complaints related to a Board member or to the Superintendent shall be initially filed in writing with the Board at the address above.
5. A written complaint must include (**Level I form**):
 - 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 (**Level II form**), 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. The Board may uphold the Superintendent's decision without hearing the complaint or the Board may ask all parties to attend a Board meeting in order to present all available evidence and allow every opportunity for explaining and clarifying the issue.
9. 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 the law.