

COMPLAINTS AGAINST OFFICE OF EDUCATION PERSONNEL

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

Public complaints against all other staff members will be dealt with according to the following procedures.

Level I Complaints 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.

Level II If the complaint is not resolved at Level I, the complainant may submit the complaint in writing to the school principal or immediate supervisor. When necessary, a member of the administrative staff shall assist in the preparation of the written complaint in order to fulfill the requirements of this regulation. The administrative staff shall inform the complainant that such assistance is available if he/she is unable to prepare the written complaint without help.

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 any prior attempt to discuss the complaint with the employee involved and the failure to resolve the matter.

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 or immediate supervisor will so advise all concerned parties, including the Superintendent or designee.

Level III 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.

Level IV The Superintendent/Designee may conduct a hearing to receive information from all parties involved (including administrative staff who have been involved at Levels II and III) regarding the complaint.

Personnel

Administrative Regulation 4119.5(b)

4219.5

4319.5

In conduct of the hearing the Superintendent will:

- review all documents
- invite the complainant and the employee involved to give information, opinions, and discuss alternative resolutions
- render a decision and inform the parties of that decision in a timely manner.

The Superintendent's decision shall be final.

Regulation

Reviewed: August 14, 1996

Revised: August 10, 2005

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January 14, 2009

HUMBOLDT COUNTY OFFICE OF EDUCATION

Eureka, California