

# **North County Jt Un SD**

## **Administrative Regulation**

### **Complaints Concerning District Employees**

AR 1312.1

#### **Community Relations**

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

(cf. 1312.2 - Complaints Concerning Instructional Materials)

(cf. 1312.3 - Uniform Complaint Procedures)

(cf. 4144/4244/4344 - Complaints)

To promote prompt and fair resolution of the complaint, 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. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns.
2. If a complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may submit an oral or written complaint to the employee's immediate supervisor or the Superintendent.
3. All complaints related to district personnel other than the Superintendent shall be submitted in writing to the Superintendent. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so. Complaints related to the Superintendent shall be initially filed in writing with the Board of Trustees.
4. When a written complaint is received, the employee shall be notified within five days or in accordance with collective bargaining agreements.
5. A written complaint shall include:
  - a. The full name of each employee involved
  - b. A brief but specific summary of the complaint and the facts surrounding it
  - c. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter
6. Staff responsible for investigating complaints shall attempt to resolve the complaint to the

satisfaction of the parties involved within 30 days.

7. Parties 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 any 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 full 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 parties as to the precise nature of the complaint and to allow the parties to prepare a response

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 clarify the issue and present all available evidence.

11. A closed session may be held to hear the complaint in accordance with law.

(cf. 9321 - Closed Session Purposes and Agendas)

(cf. 9323 - Meeting Conduct)

12. The decision of the Board shall be final.

Any complaint of child abuse or neglect alleged against a district employee shall be reported to the appropriate local agencies in accordance with law, Board policy and administrative regulation.

(cf. 5141.4 - Child Abuse Prevention and Reporting)

Regulation NORTH COUNTY JOINT UNION SCHOOL DISTRICT  
approved: June 25, 2014 Hollister, California

# ***NORTH COUNTY JOINT UNION SCHOOL DISTRICT***

## ***COMPLAINT FORM***

If you have a complaint to make against a District employee, please complete this form in a complete and timely manner and return it to the Administrative Assistant. If more space is needed, please use an additional sheet.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Please explain in detail your complaint (what happened).

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On what date did it occur? \_\_\_\_\_

What time did it occur? \_\_\_\_\_

Description of where it happened: \_\_\_\_\_

List who was present, involved and/or any witnesses: \_\_\_\_\_

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What was the impact of the incident? \_\_\_\_\_

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Are there any other individuals you want the District to contact in regards to your complaint?

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What actions do you suggest the District take regarding your complaint? \_\_\_\_\_

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*\* Return this form to the District Complaints Officer*