

Grossmont Union High

Administrative Regulation

AR 1312.1 Community Relations

Complaints Concerning District Employees

Complaint Procedures

When a complaint is made, the Superintendent or designee shall determine whether it should be resolved by the 's process for complaints, the 's uniform complaint procedures, or negotiated agreements.

(cf. 1312.2 - Complaints Concerning Instructional Material)
(cf. 1312.3 - Uniform Complaint Procedures)

The Governing Board shall annually review policies and regulations related to complaints against school personnel. (Education Code 35160.5)

Parents/guardians of students enrolled in the may present informal (oral) and/or formal (written) complaints regarding employees of the . Parents/guardians shall be encouraged to present informal (oral) complaints first with the employee who is the subject of the complaint, or with that employee's immediate supervisor, prior to presenting any formal (written) complaint to the .

Informal (Oral) Complaints

1. If the immediate supervisor or his/her designee receives a complaint against an employee, the employee shall be notified within five days of the receipt of the complaint and an attempt to resolve this complaint shall be made. Complaints not reported to an employee, under this section, shall not be utilized in any evaluation or subsequent disciplinary action.
2. The employee's immediate supervisor or a designee shall conduct an inquiry/review of the complaint. Such inquiry/review may include a conference with the immediate supervisor or designee, the employee, and the employee's representative if desired. The complainant may be included in the conference.
3. In the event that a conference between the immediate supervisor or his/her designee and the employee does not resolve the problem, the complainant shall be requested to reduce the complaint to writing.

If the complainant refuses to reduce the complaint to writing, the complaint shall be

considered dropped. If the complainant reduces the complaint to writing, the procedures under formal written complaints shall be followed.

4. Complaints not reported to an employee under this section shall not be utilized.

Formal (Written) Complaints)

The shall forward within five days to the employee any formal written complaint regarding that employee. No record of any formal (written) complaint or the complaint itself shall be placed in the personnel file of the employee unless:

1. The employee's immediate supervisor or his/her designee conducts an inquiry/review about the complaint. Such inquiry/review shall include a conference with the immediate supervisor or his/her designee. The complainant may be included in the conference.

2. The employee has been given prior notice of the formal (written) complaint and any record to be filed so that the employee has a reasonable opportunity (seven work days) to present relevant information in writing to his/her immediate supervisor, the Assistant Superintendent, Human Resources, or the Director of Classified Personnel Services.

The employee shall be informed that he/she has the right to attach a written statement to any written complaint placed in the personnel file of the employee.

No record of any complaint shall be kept if an inquiry/review by the shows that the complaint has no merit.

Anonymous complaints shall not be processed pursuant to the provisions of this section.

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.

The Board may elect, at its discretion, to hear a complaint related to a employee. Before the Board holds a closed session to hear complaints or charges brought against an employee, the employee shall receive written notice or 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 24 hours before the time of the session, and the employee may request that the complaints or charges be heard in open 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 (Government Code 54957)

(cf. 9321 - Closed Session Purposes and Agendas)

(cf. 9323 - Meeting Conduct)

Any decision of the Board shall be final.

Complaints Regarding Child Abuse

When a complaint of child abuse is alleged, the 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. (Statutes Other than Code, Ch. 1102, Statutes of 1991)

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

(cf. 5141.4 - Child Abuse Reporting Procedures)

Regulation GROSSMONT UNION HIGH SCHOOL DISTRICT
issued: November 5, 1992 La Mesa, California
revised: November 17, 1994