

McKittrick ESD | AR 1312.1 Community Relations

The Superintendent/Principal 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.

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 shall submit a written complaint to the employee's immediate supervisor or the Superintendent/Principal or designee.
3. All complaints related to district personnel other than the Superintendent/Principal or designee shall be submitted in writing to the Superintendent/Principal or designee. Complaints related to the Superintendent/Principal or designee 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.
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/Principal or designee's decision as final. However, the complainant, the employee, or the Superintendent/Principal or designee may ask to address the Board regarding the complaint.
8. Before any Board consideration of a complaint, the Superintendent/Principal 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/Principal 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/Principal's or designee'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.
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.

Regulation MCKITTRICK ELEMENTARY SCHOOL DISTRICT

approved: May 13, 2008 McKittrick, California