Complaint Concerning School or District Personnel - Flow Chart
SUSD Exhibit No. 1312.1 (1)

This flowchart outlines steps for filing and resolving complaints against SUSD personnel NOT addressed by the Uniform Complaint Process (alleging concerns other than discrimination, harassment, or bullying).

1. Individual; student, parent, community member or employee has a complaint against an employee that does not fall within the jurisdiction of the Uniform Complaint Process.

   PROCEED TO NEXT STEP

2. Complainant is encouraged to communicate directly with the employee to resolve the concern prior to proceeding with the process.

   OR

   If complainant is unable or unwilling to speak directly with employee.

   PROCEED TO NEXT STEP

3. Complainant contacts employee with whom the issue exists, and resolves the matter.

   PROCESS STOPS HERE

4. Complainant submits an oral or written complaint to the employee’s immediate supervisor.

   • Complainant presents details of complaint (see Complaints Against Employee Form)
   • Complaints against principal are submitted in writing to superintendent; complaints against superintendent are submitted in writing to board president.
   • The employee against whom the complaint was filed will be notified within 5 days of receipt of the complaint.

   PROCEED TO NEXT STEP

5. Appropriate administrator opens investigation.

   • Administrator attempts to resolve the complaint to the satisfaction of the complainant within 30 days from receipt of complaint.

   NO RESOLUTION - PROCEED TO NEXT STEP

6. If either complainant or employee is not satisfied with the resolution reached by the principal or department, they may appeal to the superintendent who will review and either uphold or modify the outcome reached by the principal or department head.

   NO RESOLUTION - PROCEED TO NEXT STEP

7. Superintendent prepares written report for the board.

   • Superintendent includes summary of findings, action taken and original complaint
   • Board may uphold the action of the superintendent
   OR
   • Board may agree to hear the appeal

   PROCEED TO NEXT STEP

8. Board reviews superintendent report.

   • Agrees with findings or finds no basis for appeal

   PROCESS STOPS HERE

9. If board chooses to hear the appeal.

   • Complainant and employee may be asked to attend a board meeting to clarify the issue and present all evidence.
   • Complaint may be heard in closed session

   BOARD DECISION IS FINAL