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)

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

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

If complainant is unable or unwilling to speak directly with employee

PROCEED TO NEXT STEP

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

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

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

If either complainant or employee is not satisfied with the resolution reached by the superintendent, they may ask the governing board to hear the appeal

PROCEED TO NEXT STEP

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

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**

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

PROCESS STOPS HERE

Remedy reached:

- Administrator completes Informal Complaint Report
- Report is signed by administrator and complainant
- Report copy is provided to complainant and sent to district office to be placed on file.

PROCESS STOPS HERE

Remedy reached:

- Administrator communicates resolution to both employee and complainant
- · All parties are satisfied

PROCESS STOPS HERE

Remedy reached:

- · Superintendent reviews decision, works with parties to resolve concerns.
- All parties are satisfied

PROCESS STOPS HERE

Board reviews superintendent report

Agrees with findings or finds no basis for appeal

PROCESS STOPS HERE