

## Sierra Unified School District - Guide to Complaint Procedures

While we strive to serve our students and families in a manner that minimizes the need for complaint processes, we also recognize that there are times when individuals have questions and/or concerns that require answers. The table below compares the four basic types of complaints for which the SUSD governing board has adopted policies, in accordance with California Education Code and state and federal regulations. These policies guide how complaints are addressed. It is our hope that this comparison will provide assistance to students, parents, and/or individuals in the Sierra Unified community who have questions/concerns and might not be aware of the steps to take in resolving issues, concerns and complaints. For each type of complaint there is a link to the SUSD Board Policy, a flow chart illustrating the steps involved in the process of filing and responding to each type complaint and a form that can be used to file the complaint. As always, if you need assistance in writing or filing the complaint, you are invited to contact your school or the district office for assistance.

Type of Complaint	Instructional Content Board Policy and Administrative Regulation No. 1312.2	Employees Board Policy and Administrative Regulation No. 1312.1	Williams Uniform Complaint Board Policy and Administrative Regulation No. 1312.3	Uniform Complaint Board Policy and Administrative Regulation No. 1312.3
<b>Explanation of issues addressed</b>	This type of complaint is a local concern. It normally arises when a student, parent or community member objects to the instructional material content.	This type of complaint is a local concern. It may arise when a student, parent or community member feels they have been treated poorly by an employee. It may also arise when there is a concern regarding classroom practices.	<u>Specific type of Uniform Complaint to address basic services:</u> <ul style="list-style-type: none"> <li>• Deficiencies of instructional materials</li> <li>• Teacher misassignment</li> <li>• Teacher vacancies</li> <li>• Facilities concerns</li> </ul>	<ul style="list-style-type: none"> <li>• *Unlawful discrimination, harassment, intimidation, or bullying</li> <li>• Violation of federal or state programs using categorical funds: Adult Ed., Ag Ed., American Indian Early Childhood Ed., Career Ed., *Categorical Aid, Local Control Accountability Plans, Nutrition Services, Tobacco Use Ed., Student Fees</li> </ul>
<b>Example of typical complaint</b>	Individual alleges content in a novel or textbook is inappropriate for student age	Individual alleges teacher utilizes unfair grading practices	Individual alleges textbooks are out of date or in short supply	Individual alleges that he/she is being harassed by another student or adult on campus.
<b>Where to start</b>	It is best to begin where the issue exists. For classroom concerns talk with the teacher first. For concerns regarding co-curricular programs go to the coach or advisor. For school-wide issues talk to the principal. We want to resolve concerns as quickly as possible, and to do that it is always best to speak to the individual before smaller concerns become big ones. If remedies can be reached using a face-to-face informal conversation, it is better and more effective for everyone involved. When the circumstance is such that going directly to the individual is not possible, start with his/her immediate supervisor.			
<b>File complaint with</b>	School principal	Immediate supervisor	School Principal	District Compliance Officer
<b>Link to complaint form</b>	Inst. Mat. Complaint Form	Employee Complaint Form	Williams Act Complaint Form	UCP Complaint Formal Form
<b>Link to process flowchart</b>	Inst. Mat. Flow Chart	Employee Complaint Flow Chart		UCP Formal FChart UCP Informal FChart
<b>Appeal process</b>	<ol style="list-style-type: none"> <li>1. Written complaint including reason for appeal to superintendent.</li> <li>2. Superintendent may uphold decision, conduct investigation or appoint committee.</li> <li>3. If no remedy is achieved, may appeal to board.</li> <li>4. Board may uphold decision or hear appeal.</li> <li>5. May require complainant to attend meeting to provide evidence.</li> </ol>	<ol style="list-style-type: none"> <li>1. Written complaint including reason for appeal to superintendent.</li> <li>2. Superintendent may uphold decision, conduct investigation</li> <li>3. If no remedy is achieved in appeal to superintendent, report is provided to board.</li> <li>4. Board may uphold or hear appeal.</li> <li>5. May require employee and complainant to attend meeting in open or closed session to provide evidence.</li> </ol>	<ol style="list-style-type: none"> <li>1. Written complaint including reason for appeal to board.</li> <li>2. Board may hear appeal or uphold Compliance Officer decision.</li> <li>3. Complainant may appeal to California Department of Education (CDE) <b>ONLY</b> in cases of emergency facilities concerns</li> </ol>	<ol style="list-style-type: none"> <li>1. Written complaint including reason for appeal to board.</li> <li>2. Governing Board may hear appeal or uphold decision. Complainant may appeal to CDE.</li> <li>3. If unsatisfied with CDE decision, may, in some cases appeal to federal agencies.</li> </ol> <p><b>*Special Education</b> complaints undergo a separate process and are filed directly with the CDE</p>
<b>Final decision authority</b>	Local Board	Local Board	Local Board (except emergency facilities)	CDE and/or *Federal Government