

General Complaint Process (District Policy 1000)

It is the policy of the District to provide an appropriate process for the orderly resolution of concerns and complaints that are registered with the District.

The process for resolving complaints is a two-step process. The first step provides for addressing the complaints at the level closest to the concern and with the individual(s) who are directly involved with the issue. As a general rule, individuals will respond more favorably and productively to concerns if they have the opportunity to discuss their point of view. If a resolution cannot be reached following this process, the second step provides for addressing the complaint through the District's formal written complaint procedure.

Guidelines for Formal Complaint Procedure

It is the desire of the District to address any such matters through direct, informal discussions and other means. It is only when attempts at informal resolution fail that the following more formal procedure shall be used.

1. The person sharing a formal concern should submit the complaint in writing within 30 calendar days of any concern.
2. A complaint shall be deemed filed on the date the written complaint is delivered, or on the date time stamped via or delivered if addressed by mail.
3. The staff member who is assigned the complaint shall send the person completing the complaint a written acknowledgement of the receipt of the complaint as soon as practicable, but no later than five (5) business days after receipt of complaint.
4. Additionally, a copy of the complaint procedures shall be sent within five (5) business days.
5. A file shall be established for the complaint. The file shall include: (a) the complaint, (b) documents compiled as part of the inquiry, (c) statement of resolution, if any.
6. The staff member who is assigned to the complaint shall notify and send each party against whom the complaint has been filed including information about the nature of the allegations. a copy of the complaint.
7. Each party whom the complaint has been filed against will be given a copy of the Formal General Complaint Procedure.
8. Efforts will be made to complete the investigation within thirty (30) business days of the receiving the complaint.
9. A request to appeal must be filed within five (5) days.
10. The staff member assigned to the complaint shall coordinate a time to discuss the complaint with the Complainant.
11. Should the Complainant refuse to discuss the complaint, the complaint may be dismissed.

12. The investigation process may include: interviews with the respondent; interviews with any other witnesses who may reasonably be expected to have any information relevant to the allegations; interviews with the respondent; consideration of any documentation or other evidence presented by the complainant, respondent, or any other witness which is reasonably believed to be relevant to the allegations.
13. Efforts will be made to complete the investigation within thirty (30) business days of the receiving the complaint.

Appeal Process

1. The Complainant may appeal to the next highest level of authority as articulated in this process.
2. Appeals must be filed in writing within five (5) business days of receiving the written response from the highest level of administration involved in the resolution of the complaint.
3. Appeal may continue in all cases by following the appropriate chain of command to the Superintendent.
4. The appeal process prescribes administration ten (10) business days to complete their inquiry and render a written response.
5. Each level of administration can be appealed in writing within five (5) business days of the decision.
6. The Superintendent is the final decision-maker on all General Complaints filed in the District.
7. All deadlines indicated above may be altered at the discretion of the Superintendent handling the appeal for good cause shown.