

# Arcata School District

## Complaint Procedure for Parents, Students, Employees and Residents Regarding School or District Policy, Procedure, or Practice or District Employees

This form and process is available for any parent, student, employee or resident who wishes to initiate a complaint against any Arcata School District policy, practice, or procedure, any school site practice or procedure, or a ASD employee. The complainant shall attempt to resolve the complaint at Step 1. If not applicable or possible, the complainant may go to the next appropriate step, the employee's immediate supervisor or principal. Complaints regarding district policies, practices or procedures begin at Step 4. (Please see the reverse for all steps.)

Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates and places necessary for a complete understanding of your complaint)

This complaint pertains to:

### A District Policy, Practice or Procedure (file at Step 4)

Please specify the Policy, Practice or Procedure: \_\_\_\_\_

A site practice or procedure \_\_\_\_\_

Please specify the Site Practice or Procedure: \_\_\_\_\_

A District employee \_\_\_\_\_

Employee Name: \_\_\_\_\_

Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates, and places necessary for a complete understanding of your complaint as well as any attempts you have made to resolve. You may attach additional pages).

\_\_\_\_\_  
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\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

Complainant's Name

Complainant's Phone Number (including area code)

\_\_\_\_\_

Complainants Address, City and Zip Code

I certify that the information I have given is true and correct.

Complainant's Signature \_\_\_\_\_ Date Signed \_\_\_\_\_

**Step 1: Informal Resolution**

Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, you should communicate directly with the employee involved in order to resolve concerns.

If you are unable or unwilling to resolve the complaint directly with the employee, you may file a written complaint directly to the principal or immediate supervisor (**Step 2**).

**Step 2: Filing a Written Formal Complaint**

If the complaint was not resolved informally (**Step 1**), you have the right to submit a formal written complaint to the principal or employees' supervisor. If this complaint is against the principal or central office administrator, it should be filed with the Superintendent (DCO)/Title IX Coordinator, at 1435 Buttermilk Lane, Arcata, CA 95521. A formal written complaint must include: the name of the employee, policy, procedure or practice involved, a brief but specific summary of the complaint and a description of any prior attempt to resolve the complaint informally (See Page 1 of the complaint form).

**Step 3: Site or Department Hearing**

The immediate supervisor or principal shall confer with the parties within five (5) working days of receipt of the written complaint. The immediate supervisor or principal shall provide a written response to the parties within five (5) working days from the date of the conference with the parties.

If the immediate supervisor or principal's response does not resolve the complaint, then the party may appeal the response with the Superintendent (DCO) by signing the request below and delivering this form to the Superintendent at the District Office at 1435 Buttermilk Lane, Arcata, CA 95521.

**Request for District Resolution of My Complaint**

Name \_\_\_\_\_ Date \_\_\_\_\_

**Step 4: District Hearing**

The Superintendent /DCO shall confer with the parties within five (5) working days of the receipt of the appeal. The Superintendent / DCO, 707-822-0351, or designee shall send a response, in writing, to the parties within ten (10) working days of the conference.

If the Superintendent / DCO does not resolve the complaint then the party may appeal the decision with the Board of Trustees or designee by signing the request below and delivering it to the Superintendent's office. The request must be made in writing and submitted to both the Board of Directors and Superintendent by filing within twenty (20) working days of the Superintendent's response.

**Request for Board of Trustees or Designee Resolution of My Complaint**

Name \_\_\_\_\_ Date \_\_\_\_\_

**Step 5: Requesting a Board Hearing**

The Board may elect to hold a hearing and render a finding or support the finding made at **Step 5** without holding a hearing. The decision of the Board is final and will be communicated to the complainant by the Superintendent.