



**Liberty Union High School District**  
**20 Oak Street**  
**Brentwood, CA 94513**  
**Phone: (925) 634-2166 Fax: (925) 634-1687**  
**Eric L. Volta, Superintendent**

**DISTRICT COMPLAINT/RESOLUTION PROCESS**

Name of Complainant: \_\_\_\_\_ Date \_\_\_\_\_  
 (please print)

Name of Student: (please print) \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

Phone number: Home: \_\_\_\_\_ Work: \_\_\_\_\_

Nature of Complaint (check one):  
 Regarding an employee (Name of Employee) \_\_\_\_\_  
 Due to a specific policy (Other – identify) \_\_\_\_\_  
 Due to a specific incident

A. Describe the incident/concern:  
 Date/Time \_\_\_\_\_ Location \_\_\_\_\_  
 Witnesses \_\_\_\_\_  
 People involved \_\_\_\_\_  
 Description \_\_\_\_\_  
 \_\_\_\_\_

B. Describe what steps you have taken to resolve this situation. Indicate date/time that conference was held in an effort to resolve the matter:  
 Met with employee responsible at the classroom, department, or program level  
 Met with employee's immediate supervisor.  
 Met with Principal  
 \_\_\_\_\_  
 \_\_\_\_\_

C. What specific steps would you like to see taken in order to resolve this situation? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 Signature of Complainant Date Submitted

Distribution:  
 District Administrator  
 Principal/Supervisor  
 Employee  
 Complainant



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**FORMA DE LA RESOLUCIÓN DE LA QUEJA DEL DISTRICTO**

Nombre de demandante: \_\_\_\_\_ Fecha: \_\_\_\_\_  
 (por favor impresion)

Nombre de estudiante: \_\_\_\_\_  
 (por favor impresion)

Domicilio: \_\_\_\_\_  
 \_\_\_\_\_

Numero de Telefono: \_\_\_\_\_ Trabajo: \_\_\_\_\_

Razón de la queja (comprobar uno):  
 en relación con a un empleado (Nombre de empleado) \_\_\_\_\_  
 Debido a una política específica (otro - identificar) \_\_\_\_\_  
 Debido a un incidente específico

A. Describir el incidente/la preocupación:  
 Fecha/Hora \_\_\_\_\_ Localización \_\_\_\_\_  
 Testigos \_\_\_\_\_  
 La gente implicó \_\_\_\_\_  
 Descripción \_\_\_\_\_  
 \_\_\_\_\_

B. Describir qué pasos has tomado para resolver esta situación. Indicar la fecha/la hora que la conferencia fue llevada a cabo en un esfuerzo de resolver la materia:  
 Satisfecho con el empleado responsable en la sala de clase, el departamento, o el nivel del programa  
 Satisfecho con el supervisor inmediato del empleado  
 Satisfecho con el principal  
 \_\_\_\_\_  
 \_\_\_\_\_

C. Qué pasos específicos tienes gusto de ver tomado para resolver esta situación? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 Firma de demandante

\_\_\_\_\_  
 Fecha sometida

Distribution:  
 Administrador del distrito  
 Principal/Supervisor  
 Empleado  
 Demandante

*Se relaciona con AR 1312.1*

# Liberty Union High School District

## Board Policy

Classification: Community

Policy No. **BP 1312.1**

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Effective 11-20-91

Revised 5/24/06

Subject: Complaints Concerning District Employees

The Governing Board accepts responsibility for providing a means by which the public can hold employees accountable for their actions. The Board desires that complaints be resolved expeditiously without disrupting the educational process.

The Superintendent or designee shall develop regulations which permit the public to submit complaints against district employees in an appropriate way. These regulations shall protect the rights of involved parties. The Board may serve as an appeals body if the complaint is not resolved.

(cf. 1312.2 - Complaints Concerning Instructional Material)

(cf. 1312.3 - Uniform Complaint Procedures)

(cf. 3515.2 - Disruptions)

The Board prohibits retaliation against complainants. The Superintendent or designee at his/her discretion may keep a complainant's identity confidential, except to the extent necessary to investigate the complaint. The district will not investigate anonymous complaints unless it so desires.

### Legal Reference:

#### Education Code:

33308.1 Guidelines on procedure for filing child abuse complaints

35146 Closed sessions

35204 Contract with attorney in private practice

44031 Personnel file contents and inspection

44811 Disruption of public school activities

44930-44988 Resignation, dismissal, and leaves of absence (rights of employee; procedures to follow)

48987 Child abuse guidelines

# Liberty Union High School District

## Administrative Regulation

Classification: Community Relations

Policy No. **AR 1312.1**

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Effective 12-85

Subject: Complaints Concerning District Employees Revised 5/24/06

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The Superintendent or designee shall determine whether a complaint should be considered a complaint against the district and/or an individual employee, and whether it should be resolved by the district's process for complaints concerning personnel and/or other district procedures.

To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against district employees:

1. Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns.
2. If a complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may submit an oral or written complaint to the employee's immediate supervisor or the principal.
3. All complaints related to district personnel other than administrators shall be submitted in writing to the principal or immediate supervisor. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so. Complaints related to a principal or central office administrator shall be initially filed in writing with the Superintendent or designee. Complaints related to the Superintendent shall be initially filed in writing with the Board.
4. When a written complaint is received, the employee shall be notified within seven school days.
5. A written complaint shall include:
  - a. The full name of each employee involved
  - b. A brief but specific summary of the complaint and the facts surrounding it
  - c. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter
6. Staff responsible for investigating complaints shall attempt to resolve the complaint to the satisfaction of the parties involved within 30 school days.
7. Both the complainant and the employee against whom the complaint was made may appeal a decision by the principal or immediate supervisor to the Superintendent or designee, who shall attempt to resolve the complaint to the satisfaction of the person involved within 30 school days. Parties should consider and accept the Superintendent or designee's decision as final. However, the complainant, the employee, or the Superintendent or designee may ask to address the Board regarding the complaint.
8. Before any Board consideration of a complaint, the Superintendent or designee shall submit to the Board a written report concerning the complaint, including but not limited to:
  - a. The full name of each employee involved

# Liberty Union High School District

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- b. A brief but specific summary of the complaint and the facts surrounding it, sufficient to inform the Board and the parties as to the precise nature of the complaint and to allow the parties to prepare a response
  - c. A copy of the signed original complaint
  - d. A summary of the action taken by the Superintendent or designee, together with his/her specific finding that the problem has not been resolved and the reasons
9. The Board may uphold the Superintendent's decision without hearing the complaint.
10. The decision of the Board shall be final.

Any complaint of child abuse or neglect alleged against a district employee shall be reported to the appropriate local agencies in accordance with law, Board policy and administrative regulation.

(cf. 5141.4 - Child Abuse Prevention and Reporting)