

**POWAY UNIFIED SCHOOL DISTRICT
ADMINISTRATIVE PROCEDURE**

Originator: Assoc. Superintendent, PSS

Issue No: 5

Date: 12/11/97

Page: 1 of 4

Reference:

ARTICLE: 4.0 PERSONNEL SUPPORT SERVICES

4.1 GENERAL PERSONNEL PRACTICES

**4.106 COMPLAINTS CONCERNING
SCHOOL DISTRICT PERSONNEL**

**SECTION 4.106.1 Processing Complaints Concerning School District Personnel –
Non-Management**

This procedure is to guide students, parents, or patrons in their complaints against District employees. This procedure is not to be used by employees to resolve complaints against other employees. Such complaints should be directed to their supervisor, the supervisor of the respondent, or handled through the appropriate grievance procedure.

The normal channel for complaints by patrons concerning District personnel is as follows:

1. To employee
2. To principal or supervisor
3. To Associate Superintendent, Personnel Support Services
4. To Superintendent

Every effort will be made to resolve the matter informally at the earliest possible stage. Complaints not resolved by employee or principal/supervisor will be submitted formally in writing (utilizing Form P-105 Formal Complaint Against District Personnel) to the associate superintendent, Personnel Support Services, for further processing.

Complainants must initiate resolution of the complaint, either informally or formally, within 30 days of the events triggering the complaints. If the attempts at informal resolution are unsuccessful, the complainant must file a formal complaint within 30 days of the informal conference. Failure to meet these time lines may result in dismissal of the complaint.

In cases where the complaint does not begin with item 1 above, the employee has the right to be represented.

Complaints which are unresolved by the associate superintendent, Personnel Support Services, may be referred to the Superintendent.

The Superintendent shall receive a written report concerning the complaint from the associate superintendent, Personnel Support Services. Such written report shall include, but is not limited to the following:

1. Name of the employee involved.
2. A brief but specific summary of the nature of the complaint and the facts surrounding same, sufficient to inform the Superintendent as to the precise nature of the complaint.
3. A true copy or the signed original of the complaint.

SECTION 4.106.1 Processing Complaints Concerning School District Personnel – Non-Management

4. A summary of the action taken by the associate superintendent, Personnel Support Services in connection with the complaint and his/her specific findings.

The Superintendent may decide whether to hear the complaint in person, to act on the basis of the written report, or to allow the decision of the associate superintendent, Personnel Support Services to stand. The Superintendent shall reply to the complainant(s) within 15 days of receipt of the written report.

The District administration shall cooperate with the parties involved so as to quickly and easily meet the requirements of these policies and procedures.

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POWAY UNIFIED SCHOOL DISTRICT
13626 Twin Peaks Road, Poway, California 92064-3098

FORMAL COMPLAINT AGAINST DISTRICT PERSONNEL (Page 1 OF 2)

COMPLAINT DATA

Form with fields: NAME OF COMPLAINANT, PHONE NUMBER, DATE OF COMPLAINT, ADDRESS, CITY, STATE, ZIP CODE

COMPLAINT (Record a brief but specific summary of the complaint. Attach separate signed sheet if necessary.)

I CERTIFY THAT THE ABOVE COMPLAINT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

SIGNATURE OF COMPLAINANT, DATE

STATEMENT IN REBUTTAL

Form with fields: NAME OF EMPLOYEE, POSITION, SCHOOL/DEPARTMENT

RESPONSE (Employee should record a brief but specific reply or attach separate signed sheets if necessary.)

I CERTIFY THAT THE ABOVE COMPLAINT IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

SIGNATURE OF EMPLOYEE, DATE

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FORMAL COMPLAINT AGAINST DISTRICT PERSONNEL (Page 2 OF 2)

ACTION TAKEN BY EMPLOYEE'S SUPERVISOR

FINDINGS OF FACT (Attach separate sheet if necessary)

ACTION TAKEN

- COMPLAINT DISMISSED
- RESOLVED BY EMPLOYEE/PRINCIPAL/SUPERVISOR
- REFERRED TO NEXT LEVEL

SIGNATURE OF SUPERVISOR

DATE

DISTRICT'S FINDINGS & ACTION

SUMMARY OF FINDINGS

ACTION TAKEN

- COMPLAINT DISMISSED
- RESOLVED BY EMPLOYEE & COMPLAINANT
- REFERRED TO SUPERINTENDENT