

South Coast Education Service District

Code: **GBM AR**
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Staff Complaint Procedure

South Coast Education Service District recognizes students, parents/guardians, staff and individuals who reside in the District as essential partners in the education process. These important partners must have the opportunity to make their concerns known to the District. Maintaining strong relationships includes having a fair, accessible process in which complaints can be addressed in a timely manner.

For all complaints regarding matters, other than discrimination, please follow the complaint procedure as outlined below:

Step 1 - Informal Resolution

Whenever possible, concerns should be resolved by communication with the parties directly involved in the issue.

If the issue cannot be resolved by communication with the parties directly involved in the issue, any person wishing to lodge a complaint is encouraged to discuss the matter with the Administrator having jurisdiction over the situation leading to the complaint.

Complaints against the superintendent should be referred to the Board Chair.

Step 2 - Complaint

After first attempting resolution in Step 1, Informal Resolution, a written complaint must be filed with the Department Administrator (Please reference page three). This complaint shall be made in writing within ten working days of failure of resolution at Step 1. On receipt of the complaint, the District shall respond within ten working days and shall state what steps, if any, will be taken to resolve the problem and a time line for resolution.

Complaints against the superintendent should be referred to the Board Chair. The Board may refer the investigation to a third party.

Step 3 - Superintendent

If the complainant is not satisfied with the disposition of the complaint at Step 2, a written appeal may be filed within 15 working days with the Office of the Superintendent. The Superintendent shall determine whether or not to review the case based upon the written appeal and hold an informal hearing with all interested parties and/or their representative within a ten working day timeline of receiving the appeal. At the conclusion of the hearing the superintendent shall make a

final disposition of the complaint within ten working days.

In the case of a complaint against the superintendent, if the complainant is not satisfied with the disposition of the complaint at Step 2, a written appeal may be filed within 15 working days with the Board Chair. The Board Chair shall determine whether or not to review the case based upon the written appeal and hold an informal hearing with all parties in interest and/or their representative within a ten working day timeline of receiving the appeal. At the conclusion of the hearing the Board Chair shall make a final disposition of the complaint within ten working days.

Step 4 - Board

If the complainant is not satisfied with the decision of the Superintendent, the complaint shall be presented to the Board by filing correspondence with the clerk of the Board within ten days after the completion of Step 3. The Board shall hold a hearing with the parties before its next regular meeting; however, if the appeal is received less than a week before the regular meeting, it shall act thereon, on or before the second regular meeting following such receipt. The Board's decision shall be in writing and shall be furnished to the parties within 30 days of the hearing. The decision of the Board shall be deemed final.

In the case of a complaint against the superintendent, if the complainant is not satisfied with the decision of the Board Chair, the complaint shall be presented to the entire Board by filing correspondence with the clerk of the Board within ten days after the completion of Step 3. The Board shall hold a hearing with the parties before its next regular meeting; however, if the appeal is received less than a week before the regular meeting, it shall act thereon, on or before the second regular meeting following such receipt. The Board's decision shall be in writing and shall be furnished to the parties within 30 days of the hearing. The decision of the Board shall be deemed final.