

COMPLAINT PROCEDURES CHECKLIST for Board Policies 1250, 1312, 1312.1, and 1312.2

It is expected that persons complaining about District activities and operations will make every attempt to resolve their complaint through an informal process of meetings and conversations at the school or work site where the complaint originated. If complainants feel uncomfortable discussing their complaint with the person involved, they may complain to another person at the site.

Laws and Education Code requirements are not the same for every type of complaint. However, the following checklist generally meets the necessary requirements for complaints.

COMPLAINT CHECKLIST

- 1. Talk to the person involved
- 2. Meet with the person involved
- 3. Talk to the immediate supervisor (by phone or in person)
- 4. Meet with the immediate supervisor
- 5. Call the appropriate Director if resolution is not reached at the school or work site
- 6. Meet with the appropriate Director, if necessary
- 7. Call the Assistant Superintendent for Educational Services
- 8. Meet with the Assistant Superintendent for Educational Services, if necessary
- 9. Call the Superintendent
- 10. Meet with the Superintendent, if necessary

WRITTEN COMPLAINT CHECKLIST

Complaints that are not or cannot be resolved informally become formal complaints if the complainant completes a written complaint form after an informal meeting with the Superintendent. Complaint forms are available in the Superintendent's office.

- 1. Complete the Oak Grove School District complaint form available in the Superintendent's office.
- 2. Submit the complaint form to the Superintendent
- 3. You will receive a written response to your complaint as quickly as possible.
It may take up to 20 working days for the person investigating the complaint to thoroughly review all documentation and make a written recommendation to the Superintendent. All complaints will be handled as quickly as possible.
- 4. If you are not satisfied with the Superintendent's written response, you may ask for a meeting with the Superintendent if such a meeting has not been held. If you are not satisfied with the Superintendent's response you may ask to have the complaint heard by the Board of Trustees. Your request must be made within 10 working days of your receipt of the Superintendent's response.
- 5. The Board will review all written information from the complainant at the next regularly scheduled meeting and render a decision.
- 6. The decision of the Board of Trustees is final.

COMMUNITY RELATIONS

Complaint Policy

**OAK GROVE SCHOOL DISTRICT
Complaint Form**

Date _____

Complainant's Name _____

Address _____

Daytime Phone Number _____

1. Date of Incident(s) _____

2. Does your complaint involve harm to:

- a student or group of students?
- a parent/guardian or community member or group?
- a District employee or group of employees?
- other _____

3. Nature of Complaint. (Please include names of persons involved, and dates and locations of specific incidents. You may attach additional pages, if necessary). _____

4. What corrective or remedial action are you seeking? _____

5. Who have you worked with at the site to resolve this complaint? _____

6. Have you previously complained to the District about the same or similar incidents?

- Yes No

If yes, when was your previous complaint made? _____

Who received your complaint? _____

How was your complaint resolved? _____

Signature of Complainant

Date

This complaint form will be forwarded to the appropriate administrator/supervisor/manager who will contact you. The District will tell the employee(s) involved that a complaint has been made. The information you provide will be kept confidential except as necessary to investigate your complaint.