



The mission of Casita Center is to develop a community of compassionate, responsible, life-long learners who respect people's differences and take action to create a more peaceful world.

Casita Complaint Procedure

Updated on 9/24/21

Casita's Complaint Procedure aligns with [Vista Unified School District's complaint resolution process](#). We recognize that when conflicts arise, all parties should keep the best interest of the students in mind when attempting a resolution.

Casita Complaint Procedure for Parents	
STEP 1	<p>Encourage your child to self-advocate using the Student Conflict-Resolution Procedure.</p> <p>If this has not resolved the conflict, proceed to Step 2.</p>
STEP 2	<p>Communicate with the other party (ie: classroom teacher, lab specialists, Ed. Specialist) involved in the concern. Be principled in the way you communicate, and be sure to keep an open-mind to different perspectives. Please allow reasonable time to address the concern.</p> <p>If the initial attempt to resolve the conflict is unsuccessful, proceed to the steps below.</p>
STEP 3	<p>Reach out to our school administration with a call to our office or an email.</p> <ul style="list-style-type: none"> ● Identify the parties involved & the nature of the conflict ● State the classroom agreements, school rules or IB policies that have caused a concern <p>Please allow a reasonable amount of time for Casita staff to review the complaint and conduct an investigation to address the matter.</p>
STEP 4	<p>Reach out to Vista Unified Student Services with a call to the department (760-726-2170, Ext. 92180) or an email at sandraceja@vistausd.org.</p> <ul style="list-style-type: none"> ● Identify the parties involved & the nature of the conflict ● State the classroom agreements, school rules or board policies that have caused a concern <p>Please allow a reasonable amount of time for a member of Student Services to review the complaint and conduct an investigation to address the matter.</p>
STEP 5	<p>If our site is unable to resolve the conflict, please refer to the Vista Unified School District's Complaint Resolution Resources page for additional direction.</p>

* This policy shall be reviewed at the beginning of each year, included in Casita's Weekly News editions for parents, as well as available to our community on our website.