

LAS VIRGENES UNIFIED SCHOOL DISTRICT

EMPLOYEE COMPLAINT PROCEDURE

The District has adopted Board Policy and Administrative Regulations 4144, 4244, 4344, Employee Complaint Procedure, to provide employees a process to address and resolve complaints. Every effort should be made to resolve a conflict at the earliest stage. It is imperative for all parties to comply with the timelines identified below. Failure to comply with the timelines identified below will result in the dismissal of the complaint.

- **Informal Level**

The employee shall attempt to resolve the problem with the school site administrator by an informal conference.

- **Level I**

If the employee is not satisfied with the outcome of the informal conference, the employee may submit a formal complaint to his/her immediate supervisor. Complaints regarding school principals and central office administrators must be submitted to the Superintendent or designee. Level I complaints must be submitted on the Level I complaint form. Formal, written complaints must be submitted within 10 work days of the informal conference, but no more than 60 calendar days of the alleged event giving rise to the complaint. The immediate supervisor shall attempt to resolve the complaint to the satisfaction of the employee within 10 work days of receipt of the complaint.

- **Level II**

If the employee is not satisfied with the decision at Level I, the employee may appeal the decision, using the Level II complaint form, to the Superintendent within 10 work days of receiving the decision at Level I. The Superintendent or designee shall attempt to resolve the complaint to the satisfaction of the employee within 20 work days of receipt of the complaint.

- **Level III**

If the employee is not satisfied with the decision at Level II, the employee may appeal the decision to the Board within 10 work days of receiving the decision rendered at Level II.

"Work day" is defined as a day the central district office is open for business. In the event a complaint is not resolved prior to July 1, all timelines will be held in abeyance until September 1.

Notification and all related communication relative to a Level I, Level II or Level III complaint shall be in writing delivered in person, or United States Mail or faxed to the School District headquarters at 818-880-4200. E-mail and telephonic communication will NOT be accepted or used in the complaint proceedings.

For additional information please contact the site administrator or supervisor responsible for the issue in dispute or the Assistant Superintendent of Education.

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LEVEL I — FORMAL WRITTEN COMPLAINT

An employee shall first attempt to resolve the problem with the employee's immediate supervisor by an informal conference.

Complaints must be filed within 60 days of the alleged event giving rise to the complaint.

If the employee is dissatisfied with the results of the informal conference, the employee may file this Level I Formal Written Complaint Form within ten (10) work days, but no later than 60 days after the event giving rise to the complaint. The employee must submit this form to the employee's immediate supervisor who conducted the informal conference, if any.

The statement of the complaint shall be a clear, specific and concise statement of the circumstances involved, the result of the informal conference, if any, and the specific remedy sought.

The immediate supervisor shall respond in writing to the employee within ten (10) work days after receiving the complaint. If the supervisor does not respond within the time limits, the employee may appeal to the next level.

Statement of Complaint

Result of Informal Conference with Immediate Supervisor

Specific Remedy Sought

Signed: _____
Employee

Date: _____

Address: _____
e-mail Address (optional) _____

Phone Numbers: _____
Home

Work

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LEVEL II -- APPEAL TO THE SUPERINTENDENT

If the employee is not satisfied with the decision at Level I, the employee may appeal the Level I decision within 10 work days of receiving the Level I decision. To appeal, the employee must submit a complete Level II complaint form to the Superintendent. The employee must provide a clear, concise statement of the reasons for the appeal. Additionally, the employee must include a copy of the original complaint and a copy of the decision rendered at Level I.

The Superintendent or designee shall attempt to resolve the complaint to the satisfaction of the employee within 20 work days of receipt of the complaint. The Superintendent or designee shall send copies of his/her decision to the employee.

Reason for Appeal

Signed: _____
Employee

Date: _____

Address: _____
e-mail Address (optional) _____

Phone Numbers: _____
Home

_____ Work

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LEVEL III — APPEAL TO THE BOARD

If the employee is not satisfied with the Level II decision, the employee may appeal the decision to the Board by filing this Level III form with the Superintendent within ten (10) work days of receiving the Level II decision. This appeal shall include a copy of the original complaint, the Level I and Level II complaint forms, the decisions rendered at Levels I and II, and a clear, concise statement of the reasons for the appeal.

Reason for Appeal

Signed: _____
Employee

Date: _____

Address: _____

e-mail Address (optional) _____

Phone Numbers: _____
Home

_____ Work

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