

HACIENDA LA PUENTE UNIFIED SCHOOL DISTRICT

QUEJA REFERENTE AL PERSONAL DEL DISTRITO

INSTRUCCIONES: Todas las quejas formales que involucren al personal del distrito deben iniciarse completando este formulario y siguiendo los procedimientos adjuntos al formulario. No se tramitarán quejas orales o sin firma. Este formulario deberá entregarse al Asistente del Superintendente o a la persona designada, o al supervisor del empleado involucrado. Si necesita esa información, llame a la Oficina del Distrito al (636) 933-3830. Si requiere más espacio para su respuesta, puede adjuntar páginas adicionales.

Fecha: \_\_\_\_\_

1. Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_ Teléfono: \_\_\_\_\_

Ciudad/Estado: \_\_\_\_\_ Código postal: \_\_\_\_\_

2. Nombre del empleado: \_\_\_\_\_

3. Motivo de la queja: Indique el día, la hora y el lugar donde ocurrió el presunto comportamiento y una breve descripción de la queja:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Por favor, describa la solución que busca para este asunto:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. ¿Ha discutido la queja con el empleado?      Sí \_\_\_\_ No \_\_\_\_

Si la respuesta es sí, ¿cuál fue la fecha y el resultado de la discusión?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. ¿Ha hablado sobre la queja con el supervisor del empleado?      Sí \_\_\_\_ No \_\_\_\_

Si la respuesta es sí, ¿cuál fue la fecha y el resultado de la discusión?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Firma

\_\_\_\_\_  
Fecha



Book	Board Policies
Section	1000 Community Relations
Title	Complaints Concerning District Employees
Code	1312.1
Status	Active
Legal	<u>EDUCATION CODE</u> <i>33308.1 Guidelines on procedure for filing child abuse complaints</i> <i>35146 Closed sessions</i> <i>44031 Personnel file contents and inspection</i> <i>44811 Disruption of public school activities</i> <i>44932-44949 Resignation, dismissal and leaves of absence (rights of employee; procedures to follow)</i> <i>48987 Child abuse guidelines</i> <u>GOVERNMENT CODE</u> <i>54957 Closed session; complaints re employees</i> <i>54957.6 Closed session; salaries or fringe benefits</i> <u>PENAL CODE</u> <i>273 Cruelty or unjustifiable punishment of child</i> <i>11164-11174.3 Child Abuse and Neglect Reporting Act</i> <u>WELFARE AND INSTITUTIONS CODE</u> <i>300 Minors subject to jurisdiction of juvenile court</i>  <i>(cf. 1312.2 - Complaints Concerning Instructional Materials)</i> <i>(cf. 1312.3 - Uniform Complaint Procedures)</i> <i>(cf. 3515.2 - Disruptions)</i>
Adopted	March 9, 2006
Last Revised	March 9, 2006
Last Reviewed	March 9, 2006

## **Community Relations BP 1312.1**

### **COMPLAINTS CONCERNING DISTRICT EMPLOYEES**

The Governing Board desires that complaints be resolved expeditiously without disrupting the educational process.

The Superintendent or designee shall develop regulations which permit complaints to be submitted in an appropriate way. These regulations shall protect the rights of involved parties.

*(cf. 1312.2 - Complaints Concerning Instructional Materials)*  
*(cf. 1312.3 - Uniform Complaint Procedures)*  
*(cf. 3515.2 - Disruptions)*

The Board prohibits retaliation against complainants. The Superintendent or designee at his/her discretion may keep a complainant's identity confidential, except to the extent necessary to investigate the complaint. The district will not investigate anonymous complaints unless it so desires.

*Legal Reference:*

EDUCATION CODE  
*33308.1 Guidelines on procedure for filing child abuse complaints*  
*35146 Closed sessions*

44031 Personnel file contents and inspection  
44811 Disruption of public school activities  
44932-44949 Resignation, dismissal and leaves of absence (rights of employee; procedures to follow)  
48987 Child abuse guidelines  
GOVERNMENT CODE  
54957 Closed session; complaints re employees  
54957.6 Closed session; salaries or fringe benefits  
PENAL CODE  
273 Cruelty or unjustifiable punishment of child  
11164-11174.3 Child Abuse and Neglect Reporting Act  
WELFARE AND INSTITUTIONS CODE  
300 Minors subject to jurisdiction of juvenile court

Management Resources:

CDE LEGAL ADVISORIES

0910.93 Guidelines for parents to report suspected child abuse by school district employees or other persons against a pupil at school site (LO:4-93)

Policy **HACIENDA LA PUENTE UNIFIED SCHOOL DISTRICT**  
adopted: March 9, 2006 City of Industry, California



Book	Administrative Regulations
Section	1000 Community Relations
Title	Complaints Concerning District Employees
Code	1312.1
Status	Active
Adopted	March 9, 2006
Last Revised	March 9, 2006
Last Reviewed	March 9, 2006

## **Community Relations AR 1312.1**

### **COMPLAINTS CONCERNING DISTRICT EMPLOYEES**

Complaints related to student-school problems should be heard and solutions reached as close as possible to the problem situation. The following procedure will be utilized in the processing of student-school problems:

1. Complaints are to be submitted to the local school site/program administrator. The site/program administrator shall investigate the complaint, ensuring that due process is followed, and render a decision in a timely manner. Complainant may present concerns in writing to the site administrator.
2. If there is disagreement with the decision of the site/program administrator, or the complaint is not resolved at Step 1, the complainant shall be advised that the decision can be appealed in writing to the appropriate assistant superintendent. The appropriate assistant superintendent will investigate the complaint, review the site/program administrator's decision, and render a decision to the complainant in a timely manner.
3. If the complaint is not resolved at Step 2, the complainant may appeal to the district Superintendent in writing.
4. The Superintendent will investigate the complaint and determine if due process, board policy, and administrative directives have been followed and render a decision in a timely manner.
5. If the Superintendent affirms the decision of the assistant superintendent and the parent disagrees, the case can be appealed in writing to the Governing Board.

### **Public Complaints Regarding Employees**

If a site/program administrator receives information of a derogatory nature concerning an employee, which may result in a negative evaluation of performance, the following procedures will be followed:

1. Any citizen or parent complaint about an employee will be reported to the employee by the site/program administrator receiving the complaint within five working days.
2. The site/program administrator will attempt to provide an opportunity for the employee and the complainant to meet. If an employee wishes, he/she can bring a representative from the employee professional association to the meeting.
  - If the complainant refuses to attend the meeting, the complainant shall be requested to submit the complaint in writing to the site administrator, with a copy provided to the employee.

If the complainant refuses to attend the meeting or submit the complaint in writing, then the complaint will be dropped.

3. A summary will be prepared and submitted to the assistant superintendent. If there is further disagreement after a meeting is held, then the complainant may appeal to the Superintendent in writing for presentation to the Board.

### **Complaints Concerning Administrators/Supervisors in the District**

*Informal Procedure* - Parents, students, employees and members of the public are encouraged to discuss complaints first with the involved administrator. Whenever, possible, the discussion should include the parties directly involved. If this discussion does not resolve the problem, or if the complainant believes that such communications are unsatisfactory, the problem may be brought to the attention of the appropriate district-level administrator. The involved administrator must provide the complainant with a copy of Administrative Directive 1312.3

*Formal Procedure* - If the problem is not resolved through the informal procedure, the complainant may file a formal written complaint. The procedure for formal complaints is as follows:

1. The complainant must provide to the district-level administrator a dated, signed, written statement setting forth the facts upon which the complaint is based and the action the complainant wishes taken and the reasons why it is felt that such action be taken. Failure of the complainant to put the complaint in writing will be considered by the district as a dropping of the complaint.
2. The district-level administrator will investigate the complaint, attempt to resolve the complaint to the satisfaction of the persons involved, and report the findings and conclusions to the complainant in writing.
3. If the complaint remains unresolved, the district level administrator will provide to the Superintendent a copy of the complaint documents and written summary of the results of the investigation and the attempted resolution. The Superintendent or designee will review the findings and take appropriate action.
4. Following the determination by the Superintendent, the complainant may request that the matter be considered by the Board. This request must be in writing. The Superintendent will forward to the Board the written complaint and any related documents and reports. The Board will then determine if it desires additional information from the district or complainant.
5. The Board of Education will render a decision in the matter to the extent permitted by law and appropriately inform all persons involved. The decision of the Board shall be final.
6. Any complaints reaching Board members regarding administrative personnel shall be referred to the Superintendent. Board members will also request that the complainant address his/her complaint directly to the administrator against whom the complaint is lodged.

Regulation **HACIENDA LA PUENTE UNIFIED SCHOOL DISTRICT**  
approved: March 9, 2006 City of Industry, California