VENTURA UNIFIED SCHOOL DISTRICT

Parent Complaint Process Steps

May 2023

Complaints Concerning District Employees
Reference: Ventura USD BP/AR 1312.1

In order to promote fair and constructive communication, the following procedures shall govern the resolution of complaints against district employees:

1. Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, complaints concerning school personnel should be made directly by the complainant to the person against whom the complaint is made. Parents/guardians are encouraged to attempt to orally resolve concerns with the staff member personally.
2. If a complainant is unable or unwilling to resolve the complaint directly with the person involved, he/she may submit an oral or written complaint to the employee's immediate supervisor or the principal.
3. When a written complaint is received, the employee shall be notified in accordance with collective bargaining agreements.
4. All complaints related to district personnel other than administrators shall be submitted in writing to the principal or immediate supervisor. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so. Complaints related to a principal or central office administrator shall be initially filed in writing with the Superintendent or designee. Complaints related to a Board member or to the Superintendent shall be initially filed in writing with the Board.
5. The person responsible for investigating the complaint will attempt to resolve the complaint to the satisfaction of the person(s) involved within 30 days.
6. The complainant may appeal a decision by the principal or immediate supervisor to the Superintendent or designee, who will attempt to resolve the complaint to the satisfaction of the person(s) involved within 30 work days.
7. Complainants should consider and accept the Superintendent or designees decision as final, however, the complainant, the employee, or the Superintendent or designee may ask to address the Board regarding the complaint.
8. The Board may uphold the Superintendent’s decision without hearing the complaint.
9. Any decision of the Board shall be final.

VENTURA UNIFIED SCHOOL DISTRICT

Uniform Complaint (Bullying, Intimidation, Discrimination, Harassment)
Reference: Ventura USD BP/AR 1312.3

In accordance with the District's Uniform Complaint Procedures (5 CCR 4620) each school district shall follow uniform complaint procedures to address complaints alleging unlawful discrimination such as discriminatory harassment, intimidation, or bullying against any protected group, complaints alleging violation of state or federal laws governing educational programs, the charging of unlawful pupil fees, and the non-compliance of our Local Control and Accountability Plan (LCAP

Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, complaints should be made directly by the complainant to the person against whom the complaint is made. Parents/guardians are encouraged to attempt to orally resolve concerns with the staff member personally. If the staff member is not available then parents are encouraged to speak with the site administrator.

1. Parent has a concern regarding bullying, intimidation, discrimination and/or harassment or any other area covered by BP/AR 1312.3
2. Parent meets with the site administrator.
3. Site administrator investigates the parent concern.
4. School site administrator investigates and reports the findings/resolution in writing to the parent.
5. If the parent is not satisfied with the findings/resolution they are directed to the VUSD Human Resources Department to fill out the VUSD Request for Review/Complaint form. The parent will receive the form, addendum and a copy of VUSD BP/AR 1312.3 (Uniform Complaint Procedures) from HR.
6. Human Resources will forward all UCP complaints to the appropriate central office administrator.
7. The central office administrator will contact the parent within three business days of the receipt of the complaint and initiate the investigation within 10 business days after receiving the complaint.
8. The central office administrator will report the findings/resolution in writing to the parent.

    - *All UCP-related complaints shall be investigated and resolved within 60 calendar days of the district's receipt of the complaint unless the complainant agrees in writing to an extension of the timeline. (5 CCR 4631)*
    - *For complaints alleging unlawful discrimination (such as discriminatory harassment, intimidation, or bullying), the district shall inform the respondent when the complainant agrees to an extension of the timeline for investigating and resolving the complaint.*

9. If the parent is not satisfied with the writing findings/resolution from the director, their next step is to meet with the Superintendent's designee (either the Assistant Superintendent, Educational Services or the Assistant Superintendent, Human Resources). The designee will provide a final written decision to the parent after the meeting.
10. NOTE: If the parent is not satisfied after they receive the written findings from the Superintendent's designee they have a right to file an appeal with the California Department of Education within 15 calendar days of receiving the district's decision.