**Community Relations**

## COMPLAINTS CONCERNING THE SCHOOLS

The Governing Board welcomes constructive criticism of school policies, programs, or personnel when it is motivated by a sincere desire to improve the quality of the educational process and to assist the schools in performing their tasks more effectively.

The Board encourages complainants to resolve problems early and informally whenever possible. If a problem remains unresolved, the individual should submit a formal complaint as early as possible in accordance with appropriate district procedures. District procedures shall be readily accessible to the public.

When individual Board members are approached with complaints about the schools, they should listen to the complaint and demonstrate their concern by identifying established procedures and channels through which the complaint may receive attention.

*(cf. 1312.1 - Complaints Concerning School Personnel)*
*(cf. 1312.2 - Complaints Concerning Instructional Materials)*
*(cf. 1312.3 - Uniform Complaint Procedures)*
*(cf. 1312.3 - Claims and Actions Against the District)*

Legal Reference:
EDUCATION CODE
35146 Closed sessions
35160.5 (a)(3) Requirement of school district policies: parental complaints re. employees
GOVERNMENT CODE
950 et seq. Actions against public employees
54957 et seq. Closed sessions
CODE OF REGULATIONS, TITLE 5
3080 Application of Section
4600-4671 - Uniform complaint procedures

**WESTMINSTER SCHOOL DISTRICT**
Westminster, California

Policy Adopted: July 5, 1990
Revised: May 7, 1992