

What if My Complaint is Not Dealt With?

If you are concerned about how your complaint is being handled, you should contact the District Complaint/Compliance Officer at complaints@musd.net or (209) 858-0852.

The Complaint/Compliance Officer is designated to receive, delegate, and investigate all complaints and to ensure compliance with all federal and state laws and regulations, as well as all Manteca Unified School Board policies.

I'm Concerned About Retaliation For Making a Complaint.

The Manteca Unified School Board and state and federal laws prohibit retaliation in any form for the filing of a complaint or participating in the complaint process.

Please contact the District Complaint/Compliance Officer if you believe that you are being retaliated against because of your complaint and/or your participation in the complaint process.



Our Vision

Every student works to achieve grade level standards, feels safe and is supported to realize individual success.

Manteca Unified School District

2271 W Louise Avenue Manteca,
California 95337

(209) 825-3200

community@musd.net
www.mantecausd.net



COMPLAINT PROCEDURES

MANTECA UNIFIED SCHOOL DISTRICT

Our Vision

Every student works to achieve grade level standards, feels safe and is supported to realize individual success.



GRADE LEVEL STANDARDS



SAFETY



EMERGING STUDENTS

Revised 8/20/2025

HOW TO FILE A COMPLAINT



General Information

The Manteca Unified School Board recognizes that the District has the responsibility to ensure it complies with applicable state and federal laws and regulations governing complaints involving personnel and programs. Every complaint is taken seriously. In order to address all complaints in a fair, legal, and professional manner, individuals making complaints are asked to adhere to the procedures listed below.

Step 1: Informal Complaint Process

Share your concerns directly with the person with whom you have the concern and/or his/her immediate supervisor. If your complaint is not resolved, go to the next step. If your complaint involves discrimination or harassment, you may skip the informal complaint process and contact either your school principal or the District Complaint/Compliance Officer at (209) 858-0852 or complaints@musd.net.

Step 2: Formal Complaint Process

- Put your complaint in writing.
- Review the next section for the appropriate form.
- Mail or email your complaint form to your school principal or to the Personnel Department at P.O. Box 32, Manteca, CA 95336 or complaints@musd.net.

Non-Discrimination in District Programs and Activities (Board Policy 0410)

Manteca Unified School District policies prohibit discrimination, harassment, intimidation, and bullying at all school sites and school activities based on actual or perceived characteristics: race, color, ancestry, nationality, national origin, ethnicity, ethnic group identification, age, religion, marital or parental status, physical or mental disability, sex, sexual orientation, gender, gender identity, gender expression, or association with a person or group with one or more of these actual or perceived characteristics at any school-sponsored activity.

If your complaint involves discrimination or harassment, contact the appropriate coordinator below who is designated to process questions and complaints of alleged discrimination:

Complaint Compliance Officer

Dr. Francine Baird (209) 858-0852

Title IX Coordinator:

Sean Brown (209) 825-3200

Title II Coordinator:

Jody Burriss, Ed.D (209) 825-3200

504 Coordinator:

Jessica Red, MSN, RN, PHN, RCSN
(209) 858-0782

What Will Happen Once I File a Complaint?

The contents of complaints made against District personnel will be shared with the employee(s) as required by District policy and law.

Complaints dealing with harassment, discrimination, intimidation, and/or bullying shall be investigated in a manner that protects the confidentiality of the parties and the facts. This includes keeping the identity of the complainant confidential except to the extent necessary to carry out the investigation as determined on a case-by-case basis.

Once you have submitted your complaint, it will be sent to the appropriate party in order to attempt resolution at the lowest possible level.

The employee responsible for investigating and responding to your complaint will do so in writing according to the appropriate Board Policy/Administrative Regulation.

What if I am Not Satisfied With the Response to My Complaint?

You may appeal the decision of the person responding to your complaint. The appeal process will be explained in the written response you receive.