Administrative Regulation (AR) 1312

COMPLAINT PROCEDURES CHECKLIST
For Board Policies 1250, 1312, 1312.1, and 1312.2

It is expected that persons complaining about District activities and operations will make every attempt to resolve their complaint through an informal process of meetings and conversations at the school or work site where the complaint originated. If complainants feel uncomfortable discussing their complaint with the person involved, they may share their complaint with another person on site.

Laws and Education Code requirements are not the same for every type of complaint. However, the following checklist generally meets the necessary requirements for complaints.

INFORMAL COMPLAINT PROCESS

1. Talk and meet with the person involved
2. Talk and meet with the immediate Supervisor (by phone or in person)
3. Call the appropriate District Office Administrator if resolution is not reached at the school or work site
4. Meet with the appropriate District Office Administrator, if necessary
5. Call the appropriate District Office Assistant or Associate Superintendent
6. Meet with the appropriate District Office Assistant or Associate Superintendent, if necessary

FORMAL WRITTEN COMPLAINT PROCESS

Complaints that are not or cannot be resolved informally become formal complaints if the complainant completes a written complaint form. Complaint forms are available in the Human Resources Office or online.

1. Complete the Oak Grove School District complaint form available in the Human Resources Office.
2. Submit the complaint form to Human Resources
3. You will receive a written response to your complaint as quickly as possible. It may take up to 60 working days for the person investigating the complaint to thoroughly review all documentation and make a written investigation summary. All complaints will be handled as quickly as possible and will comply with any applicable state or federal timelines and procedures.
4. If you are not satisfied with the written investigation summary, applicable appeal rights will be presented to you.

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Oak Grove School District
Complaint Form

Complainant Last Name _____ Complainant First Name_____

Student Name (if applicable) _____ Grade _____ Date of Birth _____

Address _____

Best Number to Contact You During the Day _____

Email Address _____ Date(s) of Alleged Violation(s) _____

School/Office of Alleged Violation(s) _____

Date of Informal Resolution Meeting _____

Names of parties who attended the informal resolution meeting: _____

Details of the complaint (attach appropriate supporting documents, if necessary):

For complaints of unlawful discrimination, harassment, intimidation, or bullying of protected groups (employee-to-student, student-to-student, student-to-employees, third party to a student, employee to a third party) filed no later than six months from the date it occurred or when knowledge was obtained that it occurred, check with actual or perceived protected groups upon which the alleged conduct was based:

_____Sex	**_____Sexual Orientation**	**_____Gender**
_____Gender Identity	**_____Gender Expression**	**_____Ancestry**
_____Ethnic Group Identification	**_____Race or Ethnicity**	**_____Religion**
_____Nationality	**_____National Origin**	**_____Color**
_____Immigration Status	**_____Mental or Physical Disability**	**_____Age**

_____Not Applicable

What corrective or remedial action are you seeking?

_____ **_____**

Signature of Complainant **Date**

This complaint form (and any applicable attachments) will be forwarded to the appropriate administrator/supervisor/manager who will contact you. The District will tell the employee(s) involved that a complaint has been made. The information you provide will be kept confidential except as necessary to investigate your complaint.

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