

LAS VIRGENES UNIFIED SCHOOL DISTRICT

COMPLAINTS CONCERNING DISTRICT EMPLOYEES

The District has established this process for members of the public to file complaints against District employees. (Board Policy and Administrative Regulation 1312.1.) Every effort should be made to resolve a conflict at the earliest possible stage. It is imperative for all parties to comply with the timelines identified below. Failure to comply with the timelines identified below will result in the dismissal of the complaint.

- **Informal Level**

Parents/guardians are encouraged to attempt to verbally resolve concerns with the staff member personally.

If a complainant is unable or unwilling to resolve the complaint directly with the person involved, the complainant shall attempt to resolve the problem with the employee's immediate supervisor (usually the site administrator) by an informal conference as soon after identifying the problem as is practicable.

- **Level I**

If the complainant is not satisfied with the decision at the informal level, the complainant may submit a complaint to the employee's immediate supervisor. Complaints regarding school principals and central office administrators must be submitted to the Superintendent or designee. Level I complaints must be submitted on the Level I complaint form. Formal, written complaints must be submitted within 10 work days of the informal conference, but no more than 60 calendar days of the alleged event giving rise to the complaint. The immediate supervisor shall attempt to resolve the complaint to the satisfaction of the complainant within 10 work days of receipt of the complaint.

- **Level II**

If the complainant is not satisfied with the decision at Level I, the complainant may appeal the decision on the Level II complaint form to the Superintendent within ten (10) work days of receiving the decision at Level I. The Superintendent or designee shall attempt to resolve the complaint to the

satisfaction of the complainant within 20 work days of receipt of the complaint.

- Level III

If the complainant is not satisfied with the decision at Level II, the complainant may appeal the decision to the Board by filing the Level III form with the Superintendent within ten (10) work days of receiving the decision rendered at Level II.

For additional information please contact the principal or the Assistant Superintendent, Educational Services.

"Work day" is defined as a day the central district office is open for business. In the event a complaint is not resolved prior to July 1, all timelines will be held in abeyance until September 1.

Notification and all related communication relative to a Level I, Level II or Level III complaint shall be in writing delivered in person, or United States Mail or faxed to the School District headquarters at 818-880-4200. E-mail and telephonic communication will NOT be accepted or used in the complaint proceedings.

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LEVEL I — FORMAL WRITTEN COMPLAINT

The complainant shall first attempt to resolve the problem with the employee against whom the complaint is made and/or the employee's immediate supervisor by an informal conference.

Complaints must be filed within 60 days of the alleged event giving rise to the complaint.

If the complainant is dissatisfied with the results of the informal conference with the immediate supervisor, the complainant may file this Level I Formal Written Complaint Form within ten (10) work days, but no later than 60 days after the event giving rise to the complaint. The complainant must submit this form to the employee's immediate supervisor who conducted the informal conference, if any.

The statement of the complaint shall be a clear, specific and concise statement of the circumstances involved, the result of the informal conference, if any, and the specific remedy sought.

The immediate supervisor shall respond in writing to the complainant within ten (10) work days after receiving the complaint. If the supervisor does not respond within the time limits, the complainant may appeal to the next level.

Statement of Complaint

Result of Informal Conference with Immediate Supervisor

Specific Remedy Sought

Signed: _____ Date: _____
Complainant

Address: _____
e-mail Address (optional) _____

Phone Numbers: _____ Home _____ Work _____

_____ Student Name _____ Grade Level

_____ School of Attendance

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LEVEL II -- APPEAL TO THE SUPERINTENDENT

If the complainant is not satisfied with the decision at Level I, the complainant may appeal the Level I decision within 10 work days of receiving the Level I decision. To appeal, the complainant must submit a complete Level II complaint form to the Superintendent. The complainant must provide a clear, concise statement of the reasons for the appeal. Additionally, the complainant must include a copy of the original complaint and a copy of the decision rendered at Level I.

The Superintendent or designee shall attempt to resolve the complaint to the satisfaction of the complainant within 20 work days of receipt of the complaint. The Superintendent or designee shall send copies of his/her decision to the complainant and the employee about whom the complaint is filed.

Reason for Appeal

Signed: _____
Complainant

Date: _____

Address: _____
e-mail Address (optional) _____

Phone Numbers: _____
Home

_____ Work

Student Name

Grade Level

School of Attendance

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LEVEL III — APPEAL TO THE BOARD

If the complainant is not satisfied with the Level II decision, the complainant may appeal the decision to the Board by filing this Level III form with the Superintendent within ten (10) work days of receiving the Level II decision. This appeal shall include a copy of the original complaint, the Level I and Level II complaint forms, the decisions rendered at Levels I and II, and a clear, concise statement of the reasons for the appeal.

Reason for Appeal

Signed: _____
Complainant

Date: _____

Address: _____

e-mail Address (optional) _____

Phone Numbers: _____
Home

_____ Work

Student Name

Grade Level

School of Attendance

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