

CUSD PROBLEM RESOLUTION GUIDANCE CHART

Do You Have A Concern? We Are Here To Help

Any and all of the people listed below are interested in hearing your concerns or complaints about personnel, educational programs, and other subject matters as provided by law. These employees are trained to listen to your concerns and can help you get a response.

PRINCIPAL:	Marci Panoo	TELEPHONE: (559)327-2800
STUDENT RELATIONS LIAISON:	Patricia Thomas	TELEPHONE: (559)327-2800
LEARNING DIRECTOR/G.I.S. SR.:	Courtney McMahon	TELEPHONE: (559)327-2800
ASSISTANT SUPERINTENDENT:	Steve France	TELEPHONE: (559)327-9000
SITE 504 COORDINATOR	Crystal Rodriguez	TELEPHONE: (559)327-2800
SPECIAL ED. DEPARTMENT CHAIR:	Katie Shea	TELEPHONE: (559)327-9000
CAMPUS CLUB/PRE-SCHOOL ADMINISTRATOR:	Kia Yang	TELEPHONE: (559) 327-9193

PROBLEM RESOLUTION PROCESS

If you have a question, concern, or complaint about a CUSD employee, educational programs, or other subject matters as provided in law, we need to know about it. Discuss your concerns with the employee involved or the employees listed above. If you are not satisfied, you may wish to submit your concerns in writing on Exhibits No. 1312.1(1), 1312.3(1), 1312.3(3), or 1312.4(2) formal complaint form in accordance with CUSD's formal resolution process.

FORMAL PROCESS

CUSD Board Policies No. 1312.1, 1312.2, 1312.3, and 1312.4 establish formal complaint procedures. If you wish to file a formal complaint, you may obtain a formal complaint form from the school site or District office or download from the District's Website at <https://boardpolicies.cusd.com/ClovisUnifiedBoardPolicies.aspx>. Any of the employees listed on this poster are trained to help you complete a formal complaint form. When filing a formal complaint, please follow these simple guidelines:

- File your complaint in a timely manner.
- Please note there are important deadlines and procedures in the formal process, which may be found in Administrative Regulations No. 1312.1, 1312.2, 1312.3, and 1312.4.
- Include in your complaint important information: who, what, where, when, how and why.

A complainant may appeal a CUSD investigation report for a complaint filed under CUSD's uniform complaint procedures to the California Department of Education (CDE) by filing a written appeal within 30 days of the date of CUSD's investigation report. (5 CCR 4632) Civil law remedies, including but not limited to, injunctions, restraining orders, or other remedies or orders may also be available to a complainant. A person who alleges that he or she is a victim of discrimination may not seek civil remedies until at least 60 days have elapsed from the filing of the appeal to CDE. (Educ. Code 262.3)

PROGRAMS AND SERVICES COVERED UNDER THE UNIFORM COMPLAINT PROCEDURES

For a complete list of programs and services covered under the uniform complaint procedures, please see Board Policy No. 1312.3, which may be accessed at <https://boardpolicies.cusd.com/ClovisUnifiedBoardPolicies.aspx>. Pursuant to Education Code sections 49010 through 49013, a pupil enrolled in a public school shall not be required to pay a pupil fee for participation in an educational activity.

**Si necesita ayuda para leer esta carta o necesita mas informacion llame por favor a la escuela.
Yog koj xa kom peb pab koj txog daim ntawv no thov hu tuaj rau peb.**