

Community Relations

Complaints Concerning District Employees

A. General

1. The procedures set forth in this section are intended to provide for the orderly and confidential handling of complaints concerning individual employees of the District by students, parent/guardians, and/or members of the public. Employee complaints of unfair treatment by another GUSD employee do not fall within the scope of this administrative regulation and should be referred to Human Resources.
2. These procedures are intended to describe the complaint process primarily from the complainant's perspective. Additional rules and procedures from the employee's perspective are described in collective bargaining agreements, the District's Uniform Complaint Policy (BP 1312.3) and/or Personnel Commission rules. Nothing in the complaint procedure is intended to conflict with such other documents.
3. Nothing in these procedures shall prevent the District from investigating and taking appropriate action relating to a verbal or written complaint that is later withdrawn.

B. Informal Procedure

1. Every effort should be made to resolve complaints regarding District employees at the earliest possible stage. Any person who complains about a District employee shall be encouraged to resolve the matter informally through direct communication with the employee whenever possible.

C. Formal Procedure

1. If a complainant is unable or unwilling to resolve the complaint directly with the employee, the complainant may submit a written complaint to the principal or other immediate supervisor of the employee. Complaints related to a principal or District administrator shall be initially filed in writing with the Superintendent or designee. If the complainant is unable to prepare the complaint in writing, administrative staff shall provide assistance in the preparation of the complaint.
2. A written complaint shall include the full name of the employee involved, a brief but specific summary of the complaint and the facts surrounding it, and a description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter. If the complainant is unable to document the complaint in writing they may dictate or otherwise document the complaint directly to the administrator or Complaint Officer.

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3. To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against District employees:
 - a. When a written complaint is received, the employee who is the subject of the complaint shall be notified within five days or in accordance with the collective bargaining agreement.
 - b. The principal or other immediate supervisor of the employee shall investigate and attempt to resolve the complaint to the satisfaction of the parties involved within 30 days. A complaint against a school or District administrator shall be investigated by the Superintendent or designee. The investigation may include interviews of the employee, complainant, or witnesses as necessary and/or a review any documentation relevant to the complaint.
 - c. Both the complainant and employee shall be notified in writing of the final decision regarding the resolution of the complaint.
 - d. Either the complainant or the employee against whom the complaint was made may appeal the decision. A decision by the principal or immediate supervisor may be appealed to the Superintendent or designee, who shall attempt to resolve the complaint to the satisfaction of the parties involved within 30 days. Either the complainant or the employee may appeal the Superintendent's decision to the Board of Education.
 - e. If the decision is appealed to the Board, the Superintendent or designee shall submit to the Board the following information:
 - f. The full name of each employee involved.
 - g. A brief but specific summary of the complaint and the facts surrounding it, sufficient to inform the Board and the parties as to the precise nature of the complaint and to allow the parties to prepare a response.
 - h. A copy of the signed original complaint.
 - i. A summary of the action taken by the Superintendent or designee and the reasons that the problem has not been resolved.

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- j. The Board of Education will render a decision in the matter and the Superintendent or designee shall inform all persons involved in an appropriate manner. The decision of the Board shall be final.
- 4. The Board prohibits retaliation against complainants.
- 5. The Superintendent or designee at his/her discretion may keep a complainant's identity confidential, except to the extent necessary to investigate the complaint. The District will not investigate anonymous complaints unless it so desires.

Policy Adopted: 12/1956 (BP 1310)
Policy Amended: 09/1960; 08/1985; 05/18/1999

Rules Approved: 12/17/2002 (AR 1312.1)
Rules Revised: 11/03/2010; 07/19/2019; 09/16/2022

(Formerly BP 1310)

GLENDALE UNIFIED SCHOOL DISTRICT
Glendale, California

COMPLAINTS CONCERNING DISTRICT EMPLOYEES

Employee complaints of unfair treatment by another GUSD employee do not fall within the scope of this administrative regulation and should be referred to Human Resources.

Site/Location _____ Today's Date _____
(where incident occurred)

Date and approximate time of incident _____

Name of person being reported (if known) _____

Did you feel your well-being/safety was threatened? _____ Yes _____ No

If yes, please explain:

Was there a witness(es) to this incident? _____ Yes _____ No

Name(s) of witness(es): _____

Were the police contacted? ____ Yes ____ No If yes, was there a police report? # _____

In the space provided below, please describe the incident:

(If you need additional space, please use the back of this sheet.)

Signature of Person Completing Form

Print Name

Phone Number

Email Address

A copy of this Report shall be maintained at the school site/department, and one copy sent to the Human Resources.