

## **Community Relations**

### **Complaints Concerning the Schools**

The Governing Board believes that the quality of the educational program can improve when the District listens to complaints, considers differences of opinion, and resolves disagreements through an established, objective process.

The Governing Board encourages complainants to resolve problems early and informally whenever possible. If a problem remains unresolved, the individual should submit a formal complaint as early as possible in accordance with appropriate District procedures. District procedures shall be readily accessible to the public.

Individual Governing Board members do not have authority to resolve complaints. If approached directly with a complaint, however, Governing Board members should listen to the complaint and show their concern by referring the complainant to the Superintendent so that the problem may receive proper consideration.

(cf. [1312.1](#) - Complaints Concerning District Employees)

(cf. [1312.2](#) - Complaints Concerning Instructional Materials)

(cf. [1312.3](#) - Uniform Complaint Procedures)

(cf. [3320](#) - Claims and Actions Against the District)

Legal Reference:

EDUCATION CODE

[35146](#) Closed sessions

GOVERNMENT CODE

[950-950.8](#) Actions against public employees

[54957-54957.8](#) Closed sessions

CODE OF REGULATIONS, TITLE 5

[3080](#) Application of section 4600-4671

[4600-4671](#) Uniform complaint procedures

Policy Adopted: March 23, 1987