



St. Helena Unified School District

Complaint Procedure for Parents, Students, Employees and Residents Regarding School or District Policy, Procedure, or Practice or District Employees

This form and process is available for any parent, student, employee or resident who wishes to initiate a complaint against any St. Helena Unified School District (SHUSD) policy, practice, or procedure, any school site practice or procedure, or a SHUSD employee. The complainant shall attempt to resolve the complaint at Step 1. If not applicable or possible, the complainant may go to the next appropriate step, the employee's immediate supervisor or principal. Complaints regarding district policies, practices or procedures begin at Step 4. (Please see the reverse for all steps.)

Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates and places necessary for a complete understanding of your complaint).

This complaint pertains to:

A District Policy, Practice or Procedure (file at Step 4)

Please specify the Policy, Practice or Procedure: _____

A site practice or procedure _____

Please specify the Site Practice or Procedure: _____

A District employee _____

Employee Name: _____

Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates, and places necessary for a complete understanding of your complaint as well as any attempts you have made to resolve. You may attach additional pages).

Complainant's Name _____ Complainant's Phone Number (including area code) _____

Complainants Address, City and Zip Code _____

I certify that the information I have given is true and correct.

Complainant's Signature _____ Date Signed _____

Step 1: Informal Resolution

Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, you should communicate directly with the employee involved in order to resolve concerns.

If you are unable or unwilling to resolve the complaint directly with the employee, you may file a written complaint directly to the principal or immediate supervisor (**Step 2**).

Step 2: Filing a Written Formal Complaint

If the complaint was not resolved informally (**Step 1**), you have the right to submit a formal written complaint to the principal or employees' supervisor. If this complaint is against the principal or central office administrator, it should be filed with the District Compliance Officer/Title IX Coordinator, at 465 Main St., St. Helena, CA 94574. A formal written complaint must include: the name of the employee, policy, procedure or practice involved, a brief but specific summary of the complaint and a description of any prior attempt to resolve the complaint informally (See Page 1 of the complaint form).

Step 3: Site or Department Hearing

The immediate supervisor or principal shall confer with the parties within five (5) working days of receipt of the written complaint. The immediate supervisor or principal shall provide a written response to the parties within 10 (10) work days from the date of the conference with the parties.

If the immediate supervisor or principal's response does not resolve the complaint, then the party may appeal the response with the DCO by signing the request below and delivering this form to the Chief Academic Officer.

Request for District Resolution of My Complaint

Name _____ Date _____

Step 4: District Hearing

The DCO shall confer with the parties within five (5) working days of the receipt of the appeal. The DCO, 707-967-2708, or designee shall send a response, in writing, to the parties within thirty (30) days of the conference.

If the DCO does not resolve the complaint then the party may appeal the DCO's decision with the Superintendent or designee by signing the request below and delivering it to the Superintendent's office.

Request for Superintendent or Designee Resolution of My Complaint

Name _____ Date _____

Step 5: Superintendent's Hearing

The Superintendent or designee shall confer with the parties within five (5) working days of the receipt of the appeal. The Superintendent or designee shall respond to the parties in writing within thirty (30) days of the conference.

If the Superintendent does not resolve the complaint, any party may appeal the Superintendent's decision to the Board of Trustees. The request must be made in writing and submitted to both the Board of Trustees and Superintendent by filing within twenty (20) working days of the Superintendent's response.

Step 6: Requesting a Board Hearing

The Board may elect to hold a hearing and render a finding or support the finding made at **Step 5** without holding a hearing. The decision of the Board is final and will be communicated to the complainant by the Superintendent.