

## 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 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 Board members do not have authority to resolve complaints. If approached directly with a complaint, however, Board members should listen to the complaint and show their concern by referring the complainant to the Superintendent or designee 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

35160.5 Requirement of school district policies: parental complaints re: employees

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: April 14, 1997

Yearly Review – September 12, 2000

**VISALIA UNIFIED SCHOOL DISTRICT**

Visalia, California