

### **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 welcomes criticism of school policies, programs, or personnel to improve the quality of the educational process and to assist the schools in performing their tasks more effectively.

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. If the problem is not resolved at a lower level, it shall be dealt with by the Board. District procedures shall be readily accessible to the public.

When individual Board members are approached with a complaint, they should listen to the complaint and demonstrate their concern by identifying established procedures and channels through which the complaint may receive attention and by referring the complainant to the Superintendent or designee so that the problem may receive proper consideration.

(cf. 1312.1 - Complaints Concerning School Personnel)

(cf. 1312.2 - Complaints Concerning Instructional Materials)

(cf. 1312.3 - Complaints Concerning Special Education Programs)

(cf. 1312.4 - Complaints Concerning Categorical Aid Programs)

(cf. 1312.5 - Complaints Concerning Discrimination)

(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 FRESNO UNIFIED SCHOOL DISTRICT

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revised: June 14, 2000