

PUBLIC ACTIVITIES INVOLVING STAFF, STUDENTS, OR SCHOOL FACILITIES

PUBLIC COMPLAINTS

A. Constructive Criticism

Constructive criticism of the schools is welcome when it is motivated by a sincere desire to improve the quality of the educational program and to assist the schools of the District to perform their tasks more effectively. Community members, students, employees and teachers are encouraged to address the Board with assurance that it appreciates them for expressing their concerns.

B. Complaints Directed to Superintendent

Whenever a complaint is made directly to the Board of Education as a whole or to an individual Board of Education member, it shall be referred to the Superintendent for study and resolution. An individual Board of Education member does not have authority to resolve complaints.

C. Rectify Misunderstandings

The desire of the Board of Education is to rectify any misunderstandings between the public and the District by direct discussions of an informal type among the interested parties.

D. Complaint Procedures

The Superintendent shall maintain regulations which will provide for the consideration of any public complaint concerning school programs, personnel, state or federally funded projects, special education, and instructional materials that will assure a complete hearing when necessary to protect the rights of staff members, the public and the District. Complaint procedures established by the District shall comply with all appropriate laws and due process regulations.

Legal References: Education Code sections 18111, 35145.5, 35146, 35160.5, 35204, 44811, 44932-44949, 49010, 49013, 56500-56506, 60010, 60040-60052, 60200, 60400 5 C.C.R. sections 3080, 4600-4671

Revised: November 15, 2016 (Formerly named BP 1320) (8/18/87)

CORONA-NORCO UNIFIED SCHOOL DISTRICT

AR 1312.5

PUBLIC ACTIVITIES INVOLVING STAFF, STUDENTS OR SCHOOL FACILITIES

PUBLIC COMPLAINTS

It is the intent of the Corona-Norco Unified School District's Board of Education to provide for informal resolution of conflicts and complaints. This procedure may be used to address complaints that are not covered under Board Policy 1312.3, Uniform Complaint Procedure, or Administrative Regulation 1322, Williams Uniform Complaint Procedures, Board Policy 4390, Employee Harassment/Discrimination, and Administrative Regulation 5145.71, Title IX Sexual Harassment Complaint Procedures. If your complaint pertains to any of the areas covered under Board Policy 1312.3, Administrative Regulation 1322, Board Policy 4190, Employee Harassment/Discrimination, and Administrative Regulation 5145.71, Title IX Sexual Harassment Complaint Procedures it will be investigated and resolved, as appropriate, pursuant to the procedures set forth therein.

It is desirable that complaints or conflicts not falling under the above uniform complaint procedures be initially addressed between the people involved and if not resolved, such complaint or conflicts may be processed in the following sequence.

A written description of the complaint or conflict must be filed no later than six (6) months from the date of the alleged complaint or conflict, or when the complainant first obtained knowledge of the facts regarding the alleged complaint or conflict. For good cause, the Superintendent may grant an extension of up to ninety (90) days upon written request of the complainant.

If the complainant is unable to put a description of the complaint or conflict in writing due to conditions such as illiteracy or disability, District staff may assist in filing the written description.

A. Level 1

If the complainant is an employee, the complainant shall discuss the complaint or conflict with the supervisor at the school or work site level.

If the complainant is a parent/guardian or member of the public, the complainant shall discuss the complaint or conflict with the school principal or designee.

The Principal or Supervisor shall conduct necessary investigation and provide a written conclusion to the complainant. The Principal or Supervisor shall endeavor to complete the Level 1 process within thirty (30) calendar days of receipt of the complaint.

B. Level 2

If the complaint is not resolved at Level 1, the complainant may request a Level 2 review within fifteen (15) business days. At the Level 2 review, complainant will file a written complaint with the District outlining:

1. The specific nature of the complaint and a brief statement of the facts related to the complaint or conflict.
2. The previous steps taken to attempt to resolve the complaint or conflict.
3. The action which the complainant wishes taken and the reasons why such action will resolve the complaint or conflict.

If necessary, the District Coordinator or designee shall complete additional investigation. The District Coordinator shall provide a written summary of the resolution to the complainant. The District Coordinator or designee shall endeavor to complete the investigation and provide written resolution within thirty (30) calendar days.

C. Level 3

If the complaint is not resolved at Level 2, the complainant may request a Level 3 review within fifteen (15) business days by submitting a written appeal to the Superintendent.

The Superintendent or Designee will review any documents in the file and may determine whether additional investigation is necessary. If necessary, the Superintendent or Designee will conduct additional fact findings. The District will prepare written findings.

D. Level 4

If the matter is not resolved to the complainant's satisfaction at Level 3, the complainant may request in writing that the complainant be considered by the Board of Education, such appeal must be requested within fifteen (15) business days of the date of the Level 3 written findings.

The Board of Education, after reviewing the complaint, the District Coordinator's report, information submitted by the complainant, and the Superintendent's recommendation (if any), may grant the complainant an opportunity to address the Board of Education or a committee of the Board of Education.

The complainant shall be advised, in writing, of the Board of Education's decision, which shall be final.

Nothing in this regulation limits a complainant's ability to address the Board of Education during a Board meeting, pursuant to the guidelines set forth by the Board for such public comments, on matters that are within the Board's subject matter jurisdiction.

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(11/15/16, 8/24/16, 8/1/10, 12/5/08, 5/1/01, 6/20/00,
9/2/97, 8/18/87)