

GENERAL COMPLAINT FORM

INFORMATION FOR DISTRICT PERSONNEL

PURPOSE OF THE GENERAL COMPLAINT FORM

The General Complaint Form is used to submit a formal written complaint after the complainant has attempted to resolve the concern through an informal, in-person conference with the appropriate employee and/or immediate supervisor. The District is committed to addressing complaints promptly, fairly, and in accordance with District policy, while prohibiting retaliation.

INFORMATION FOR THE DISTRICT PERSONNEL RECEIVING THE COMPLAINT

Upon Receipt

- Date the complaint as received.
- Verify that an informal, in-person conference occurred prior to submission. The conference can be held via phone call, video conference, or in-person.
- Review the form for completeness.
- Provide the complainant with written acknowledgment of the complaint.

Review and Resolution

- Contact Human Resources if the complaint is regarding an employee.
- Conduct the required review and investigation.
- Maintain confidentiality to the extent permitted by law and District policy.

Documentation

- Complete the Response to General Complaint Form
- Provide the complainant with written notice of the resolution
 - Level One Response must be delivered within five business days.
 - Level Two Response must be delivered within 10 business days.
 - Level Three Response must be delivered within 30 business days.

Complainant's Response to the Resolution

- If the complainant agrees with the Level 1 Resolution (Immediate Supervisor), they are to acknowledge the complaint has been resolved by completing the Complainant's Response to Resolution.
 - A response must be submitted within five business days, otherwise, the complaint will be considered resolved.
- If the complainant believes the Level 1 resolution does not align with district policy, the complainant can request the complaint be reviewed by the Superintendent, or designee, (Level 2) by completing the Complainant's Response to Resolution.
 - A request must be submitted within five business days, otherwise, the complaint will be considered resolved.
- If the complainant believes the Level 2 resolution does not align with district policy, the complainant can request the complaint be reviewed by the School Board, or designee, (Level 3) by completing the Complainant's Response to Resolution.
 - A request must be submitted within five business days, otherwise, the complaint will be considered resolved.

PURPOSE OF THE GENERAL COMPLAINT FORM

The General Complaint Form is used to submit a formal written complaint after the complainant has attempted to resolve the concern through an informal, in-person conference with the appropriate employee and/or immediate supervisor. The complaint must be submitted within 5 business days after the last informal in-person conference. The District is committed to addressing complaints promptly, fairly, and in accordance with District policy, while prohibiting retaliation.

INFORMATION FOR THE COMPLAINANT

Step 1: Informal In-Person Resolution (Required)

- Prior to submitting this form, you must participate in an informal in-person conference with the appropriate employee and/or their immediate supervisor. The conference can be held via phone call, video conference, or in-person.
- The complaint must be submitted within 5 business days after the last informal in-person conference.

Step 2: Completing the Complaint Form

- Please complete all required sections of the form, including:
 - A clear description of the nature of the complaint (attachments permitted)
 - The resolution or remedy sought (attachments permitted)

Step 3: Submission and Review

- Submit the completed and signed form to the appropriate school or district office.
- The complaint will be reviewed by the School Principal, Associate Superintendent, Superintendent, or Designee, as applicable.

Step 4: District's Response

- You will receive a written response documenting the outcome of the complaint review within 5 business days (Level 1), 10 business days (Level 2), or 30 business days (Level 3).
- By signing the form, you acknowledge that:
 - Additional information may be requested during the review process.
 - A copy of the complaint may be provided to the employee or supervisor involved, if applicable.

Step 5: Complainant's Response to Resolution

- If the complainant agrees with the Level 1 Resolution (Immediate Supervisor), they are to acknowledge the complaint has been resolved by completing the Complainant's Response to Resolution.
 - A response must be submitted within five business days, otherwise, the complaint will be considered resolved.
- If the complainant believes the Level 1 resolution does not align with district policy, the complainant can request the complaint be reviewed by the Superintendent, or designee, (Level 2) by completing the Complainant's Response to Resolution.
 - A request must be submitted within five business days, otherwise, the complaint will be considered resolved.
- If the complainant believes the Level 2 resolution does not align with district policy, the complainant can request the complaint be reviewed by the School Board, or designee, (Level 3) by completing the Complainant's Response to Resolution.

GENERAL COMPLAINT FORM

INSTRUCTIONS TO THE PERSON FILING THE COMPLAINT

This form should be used to file a formal written complaint. Before filing this form, the complainant must attempt to resolve the complaint by an informal in-person conference with the appropriate employee and/or immediate supervisor. The complaint must be submitted within 5 business days after the last informal in-person conference.

1. COMPLAINANT CONTACT INFORMATION

Full Name : _____

Phone : _____ Filing Date : / /
D D M M Y Y

E-Mail : _____

I am a : Student Guardian/Parent of a student : _____
(Student Name)

Community Member Other: _____

Complainant represents : Himself or Herself Organization : _____
Name

Description : _____

2. INFORMAL IN-PERSON CONFERENCE INFORMATION

Date of Informal In-person Conference Occurred : / /
D D M M Y Y

Who Did You Meet With? : _____

Result of Informal Meeting : _____

3. COMPLAINT INFORMATION

My complaint involves : School Facilities and Services Student(s) Instructional Resources School Staff or Personnel Other

Who or what is the subject of your complaint? : _____

Location of incident and/or situation? : _____

When did this event or incident occur? : / /
D D M M Y Y

GENERAL COMPLAINT FORM

4. COMPLAINT SUMMARY

Please describe the nature of your complaint (or attach a letter/statement).

5. RESOLUTION OR REMEDY SOUGHT BY COMPLAINANT

Please describe a remedy for your complaint (or attach a letter/statement).

I understand that the District may request further information about this matter, and if such information is available, I agree to present it upon request. I also understand that a copy of this complaint may be given to the employee or supervisor against whom the complaint is made (if applicable).

I acknowledge that the District prohibits retaliation or harassment against any individual or the child of a parent/guardian who submits a complaint.

Signature of Complainant: _____

Date : / /
D D M M Y Y

Recipient of Complaint: _____

Date : / /
D D M M Y Y

PROPÓSITO DEL FORMULARIO DE QUEJA GENERAL

El Formulario de Queja General se utiliza para presentar una queja formal por escrito después de que el denunciante haya intentado resolver la preocupación mediante una conferencia informal en persona con el empleado correspondiente y/o el supervisor inmediato. La queja debe presentarse dentro de los 5 días hábiles posteriores a la última conferencia informal en persona. El Distrito está comprometido a abordar las quejas de manera inmediata, imparcial, y de acuerdo con la póliza del Distrito, al mismo tiempo que prohíbe las represalias.

INFORMACIÓN PARA EL DENUNCIANTE

Paso 1: Resolución informal en persona (Requerido)

- Antes de presentar este formulario, debe participar en una conferencia informal en persona con el empleado correspondiente y/o su supervisor inmediato. La conferencia puede realizarse por teléfono, videoconferencia o en persona.
- La queja debe presentarse dentro de los 5 días hábiles posteriores a la última conferencia informal en persona.

Paso 2: Completar el Formulario de Queja

- Por favor, complete todas las secciones requeridas del formulario, incluyendo:
 - Una descripción clara de la naturaleza de la queja (se permiten archivos adjuntos)
 - La resolución o remedio solicitado (se permiten archivos adjuntos)

Paso 3: Presentación y Revisión

- Entregue el formulario completo a la oficina escolar o al distrito.
- La queja será revisada por el Director de la Escuela, el Superintendente Asociado, el Superintendente o la persona designada, según corresponda.

Paso 4: Respuesta del Distrito

- Recibirá una respuesta por escrito que documente el resultado de la revisión de la queja dentro de los 5 días hábiles (por nivel 1), 10 días hábiles (por nivel 2) o 30 días hábiles (por nivel 3).
- Al firmar el formulario, usted reconoce que:
 - Es posible que se solicite información adicional durante el proceso de investigación.
 - Una copia de la queja puede proporcionarse al empleado o supervisor involucrado, si corresponde.

Paso 5: Respuesta del Reclamante a la Resolución

- Si el reclamante está de acuerdo con la Resolución de Nivel 1 (Supervisor Inmediato), debe reconocer que la queja ha sido resuelta completando la Respuesta del Reclamante a la Resolución.
 - Se debe presentar una respuesta dentro de cinco días hábiles; de lo contrario, la queja se considerará resuelta.
- Si el reclamante considera que la resolución de Nivel 1 no se ajusta con la póliza del distrito, el reclamante puede solicitar que la queja sea revisada por el Superintendente, o su designado, (Nivel 2) completando la Respuesta del Reclamante a la Resolución.
 - La solicitud debe presentarse dentro de cinco días hábiles; de lo contrario, la queja se considerará resuelta.
- Si el reclamante considera que la resolución de Nivel 2 no se ajusta con la póliza del distrito, el reclamante puede solicitar que la queja sea revisada por la Mesa Directiva, o su designado, (Nivel 3) completando la Respuesta del Reclamante a la Resolución.

FORMULARIO GENERAL DE QUEJAS

INSTRUCCIONES PARA LA PERSONA QUE PRESENTA LA QUEJA

Este formulario debe utilizarse para presentar una queja formal por escrito. Antes de presentar este formulario, el reclamante debe intentar resolver la queja mediante una conferencia informal y presencial con el empleado correspondiente y/o el supervisor inmediato. La queja debe presentarse dentro de los 5 días hábiles siguientes a la última conferencia informal y presencial.

1. INFORMACIÓN DE CONTACTO DEL RECLAMANTE

Nombre :

Completo
Teléfono : Fecha de Entrega : / / /
D D M M Y Y

Correo :
Electrónico

Yo Soy : Estudiante Tutor(a)/Padre de un estudiante : _____
(Nombre del Estudiante)

Miembro de la comunidad Otro / Otra: _____

El reclamante : A sí mismo / A sí misma Nombre de la Organización : _____
representa

Descripción : _____

2. INFORMACIÓN DE LA CONFERENCIA INFORMAL PRESENCIAL

Fecha en que se Realizó la Conferencia Informal Presencial : / / /
D D M M Y Y ¿Con Quién Se Reunió? :

Resultado de la Reunión Informal :

3. INFORMACIÓN DE LA QUEJA

Mi queja se refiere a : Instalaciones y Servicios Escolares Estudiante(s) Recursos Educativos Personal Escolar o del Plantel Otro

¿Quién o qué es el objeto de su queja? :

¿Lugar del incidente y/o situación? :

¿Cuándo ocurrió este evento o incidente? : / / /
D D M M Y Y

4. RESUMEN DE LA QUEJA

Por favor, describa la naturaleza de su queja (o adjunte una carta/declaración).

5. RESOLUCIÓN O SOLUCIÓN SOLICITADA POR EL RECLAMANTE

Por favor, describa la solución para su queja (o adjunte una carta/declaración).

Entiendo que el Distrito puede solicitar información adicional sobre este asunto, y, si dicha información está disponible, acepto proporcionarla cuando se me solicite. También entiendo que una copia de esta queja puede ser entregada al empleado o supervisor contra quien se presenta la queja (si corresponde).

Reconozco que el Distrito prohíbe cualquier represalia o acoso hacia cualquier persona o hacia el hijo de un padre/tutor que presente una queja.

Firma del Reclamante:

Fecha : / /
D D M M Y Y

Destinatario de la Queja:

Fecha : / /
D D M M Y Y

