

CHAPTER IX – COMMUNITY RELATIONS

Section 5. **Parent/Guardian Concerns Regarding School District Employees**

Concerns raised by parents/guardians about school district personnel should be resolved as quickly as possible. Therefore, parents or guardians of students in the PAUSD are urged to discuss their concerns directly with the employee(s) in question when concerns surface.

If the concern is not resolved with the employee(s) at this first level, the parent/guardian should then put the concern in writing and direct it to the employee's immediate supervisor, the principal at the elementary school, the instructional supervisor and the principal at the secondary level. The immediate supervisor shall give a copy of the document to the employee(s) and shall review the concern with the employee(s) to attempt a resolution of the matter. The district is unable to take formal action on expressions of concerns at this stage (second level) which are not put into writing.

If the concern is put into writing, the supervisor shall respond in writing within ten (10) working days of receipt of the document. The response shall be directed to the employee(s), the parent/guardian and, at the secondary level, to the principal, and shall state the proposed resolution.

If the resolution is unsatisfactory, the parent/guardian may request that the matter (including the initial document and the supervisor's response) be forwarded to the Superintendent or his/her designee. This request must also be in writing. The Superintendent or his/her designee shall respond in writing within twenty (20) working days after receipt of the written request (and documentation) to the parties with his/her resolution of the concern.

Appeals of the Superintendent's decision may be made to the Board of Education.

(Education Code, Section 35160.5)  
(10/84; Revised 11/87; Reviewed 01/03)

***Administrative Procedure:***

***Informal Level***

***Step One:*** Concerns/complaints against District personnel raised by a parent/guardian shall be resolved as quickly as possible. The first step in resolving all concerns/complaints shall be for the parent/guardian to meet with the employee to try to resolve the identified issue. It is expected that the majority of differences between a parent/guardian and an employee will be resolved at this first meeting.

***Step Two:*** If concerns are not resolved with the employee at step one, the parent/guardian shall meet with the employee's immediate supervisor to try to resolve the identified issue. If no resolution is reached with the supervisor, the complaint may proceed to the formal level.

***Formal Level***

***Step Three:*** The parent/guardian shall put the complaint in writing and submit it to the site principal. The principal shall investigate the concern/complaint and shall respond in writing within ten (10) working days of receipt of the written complaint lodged against a school employee by a parent/guardian.

***Step Four:*** If the parent/guardian finds the principal's proposed resolution to be unsatisfactory, an appeal may be made to the superintendent's designee. The parent/guardian shall submit the written complaint and the principal's written response along with any relevant documentation to the superintendent's designee. The superintendent's designee shall respond in writing to the parent/guardian, the principal, and the employee within ten (10) working days.

***Step Five:*** If the response of the superintendent's designee is unacceptable to the parent/guardian, an appeal may be submitted to the Superintendent who will respond in writing to the parent/guardian, the principal, and the employee within twenty (20) working days.

*The decision of the Superintendent may be appealed to the Board of Education.*