



26065 Outback Industrial Way, O'Neals, CA 93645

Mailing: PO Box 400, North Fork, CA 93643

559 877-6209 559 868-4488 FAX

[www.chawanakee.k12.ca.us](http://www.chawanakee.k12.ca.us)

**Darren Q. Sylvia**

Superintendent

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Dear Parent/Guardian/Community Member:

The Board of Trustees understands that the attached complaint procedure can be complex and time consuming if taken to level five. Your patience and effort will help to assure that the District protects the rights of individuals and follows due process requirements.

Written accounts of complaints are necessary to eliminate ambiguity and assure that documentation exists to provide a clear and complete account of concerns and events. Your efforts will offer the administration and school board the facts needed to make fair and impartial decision should the complaint advance to higher levels.

It is the Board's goal that concerns be resolved at the earliest level so that community members and employees can mutually agree to a plan that will improve the educational program. We are confident that in most cases this procedure will provide a fair and just resolution of differences.

Please do not hesitate to call the District Office if you have any questions or need assistance with any part of the process.

Sincerely,

Your School Board



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## CHAWANAKEE UNIFIED SCHOOL DISTRICT PARENT/STUDENT COMPLAINT PROCEDURE

### STEP 1 – INFORMAL DISCUSSION

The first step in the complaint procedure shall be an informal discussion between the parties in order to resolve the issue. For example, in the case of a parent/guardian with a complaint about his/her child's teacher, the first step would require the parent/guardian to informally discuss the issue with the teacher. Complaints made directly to the principal or supervisor shall be referred to the employee, the employee's principal or supervisor shall offer to attend the informal conference.

### STEP 2 – WRITTEN STATEMENT

If the informal discussion did not resolve the issue, the grievant shall within ten (10) working days prepare a written statement of the complaint and submit it to the appropriate employee. The written statement shall include a clear, concise account of the complaint; the persons involved, and the name and address of the grievant. Within five (5) working days the employee will add his/her written response to the statement and conduct a conference with the grievant to review the complaint and response. Failure of the grievant to submit a written statement shall be considered a dropping of the complaint.

### STEP 3 – SITE ADMINISTRATOR / SUPERVISOR

If the grievant remains dissatisfied following the discussion and review at Level 2, he/she may submit within ten (10) working days following the completion of Level 2, a written grievance to the site administrator or supervisor. The written grievance shall include a copy of the Level 2 written complaint; the persons involved, and the name and address of the grievant. The site administrator or supervisor shall notify the employee of the advancement to Level 3 within the ten (10) day period. The site administrator or supervisor shall submit a written response to the grievant within ten (10) working days of receiving the Level 3 notice.

### STEP 4 – DISTRICT ADMINISTRATION

If the grievant remains dissatisfied following the site administrator/supervisor response at Level 3, he/she may submit the complaint within seven (7) working days of receiving the response to the district superintendent or designee for review. The request for review shall include a copy of the Level 2 written complaint; the employee's and site administrator/supervisor written responses; the actions previously taken; the person's involved; and the name and address of the grievant. The grievant shall submit the complaint directly to the superintendent or designee who may hold a conference with all interested parties to the complaint within five (5) working days of the complaint's receipt unless there is mutual agreement that more time is needed. The superintendent shall submit a written response to the grievant of the decision in the matter within five (5) working days after the conclusion of the conference or ten (10) working days after receipt of the complaint, whichever comes first.

### STEP 5 – BOARD OF TRUSTEES

If the grievant remains dissatisfied following the decision at Level 4, he/she may submit a letter within seven (7) working days after the receipt from Level 4, requesting a review of the decision by the Board of Trustees. The written request shall include a copy of the Level 2 written complaint; the reason(s) why the grievant has not been satisfied at the lower levels of the process; the actions previously taken; the persons involved; and the name and address of the grievant. The Board of Trustees shall place the review of the decision on the next regularly scheduled agenda if the request is received within seven (7) days following the grievant's receipt of the decision from Level 4. The Board shall review the decision and the complaint and shall render its final decision during the board meeting.

## **CHAWANAKEE UNIFIED SCHOOL DISTRICT COMPLAINT PROCEDURE TIMELINE**

### **PARENT/COMMUNITY MEMBER**

### **DISTRICT**

#### **STEP 1**

Discuss complaint with employee

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Principal/Supervisor may be present

#### **STEP 2**

Written complaint to employee  
within 10 days of level 1 discussion

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Employee write response within 5  
day of receiving complaint

#### **STEP 3**

Send copy of complaint to  
Principal/Supervisor within  
10 days of level 2

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Principal/Supervisor to respond  
within 10 days of receiving  
complaint

#### **STEP 4**

Send copy of complaint to  
Superintendent within 7 days of  
Level 3

→

Superintendent hold conference  
within 5 days, respond within 5 days  
of conference

#### **STEP 5**

Send request to be heard and  
written complaint to Board within  
7 days of Level 4

→

Board place complaint on next  
agenda and render decision at the  
next meeting