

BOARD POLICY

Placentia-Yorba Linda Unified School District

Community Relations

1312.5 - BP

GENERAL COMPLAINT POLICY FOR PARENTS AND GUARDIANS

The Governing Board encourages early, informal resolution of complaints at the school site level whenever possible. However, it recognizes that there are occasions when a more formal process is necessary. Still, even in those circumstances, the Board believes that the majority of parent/guardian general complaints are most successfully addressed by site-level school staff members and administrators.

The Governing Board authorizes the Superintendent of the District to prepare written procedures, via administrative regulation, whereby parents or guardians of currently enrolled students may present a formal written complaint with respect to any issue or complaint that falls outside the parameters of the District's Uniform Complaint Policy (Board Policy 1312.3), Complaints Concerning School District Personnel (Board Policy 1312.1), or Williams Complaint (Administrative Regulation 1312.4). Copies of these policies are available online at <https://www.pylusd.org> or through the District Administrative Offices.

Policy adopted: 11/10/2020