

ADMINISTRATIVE REGULATION

Placentia-Yorba Linda Unified School District

Community Relations

1312.5 - AR

GENERAL COMPLAINT POLICY FOR PARENTS AND GUARDIANS

A. Purpose and Scope

To establish procedures used to address all complaints appropriately brought pursuant to the District's General Complaint Policy for Parents and Guardians (BP1312.5).

B. General

The General Complaint Policy and Administrative Regulation is applicable to any parent or guardian issue or complaint that falls outside the parameters of the District's Uniform Complaint Policy, Employee Complaint Policy or Williams Complaint Policy. These procedures are designed in accordance with the Governing Board's philosophy that the majority of parent/guardian general complaints are most successfully addressed by site-level school staff members and administrators.

C. Forms Used and Additional References

1. Parent/Guardian General Complaint Form (1312.5)
2. Parent/Guardian General Complaint Appeal to District Designee (Form 1312.5(a))

D. Procedure

1. Filing of General Complaint

- a. Only a parent or guardian (or their representative) of a currently enrolled student may utilize the General Complaint procedures.
- b. Complaints pursuant to the District's General Complaint Policy may not be anonymous, must be put in writing on Form 1312.5, and must be signed by the complainant. If a complainant requests to submit a formal complaint to any District administrator, that administrator can inquire whether the complainant wishes to utilize the formal procedures herein, or whether they simply desire informal resolution at the site level. In the event the complainant wishes to utilize these formal procedures, such administrator shall refer the complainant to Board Policy, Administrative Regulation and Form 1312.5 and specifically inform them of their responsibility to put the complaint in writing. Complainants who make verbal complaints to any other District staff members shall be directed to discuss their concerns with the site principal or another designated administrator.

Complainants must utilize Form 1312.5 for their complaint to be regarded as a General Complaint under Board Policy 1312.5. If a complainant states to District staff that they are unable to put their complaint in writing due to conditions including, but not limited to, disability or illiteracy, District staff shall assist them in putting their verbal complaint in writing. However, if the complainant is capable of, but refuses to or neglects to put their complaint in writing by utilizing Form 1312.5, the District is not obligated to proceed with the General Complaint procedures.

It shall be the responsibility of the principal or designee of each school to receive and process all General Complaints. Therefore, the completed Form 1312.5 must be delivered to the principal or their designee of the school site the student attends OR the school site to which the complaint pertains.

- c. Any general complaint brought pursuant to Board Policy 1312.5 must be brought within fifteen (15) school business days of the action or inaction giving rise to the complaint OR within fifteen (15) school business days of the date such action or inaction was discovered by the complainant.

2. Meeting with School Site Principal and Written Response

The school site principal will arrange a mutually agreeable date and time (not to exceed ten (10) school business days from the date of the written complaint) to meet with the complainant to discuss the complaint and attempt to resolve it. At their discretion, the school site principal may choose to meet with the complainant jointly with the pertinent staff member(s). The school site principal shall conduct an investigation and deliver a written response and decision to the complainant within fifteen (15) school business days of the meeting. If the complainant refuses to attend such a meeting, the District is not obligated to proceed with the General Complaint procedures.

3. Appeal to District Director and Written Response

In the event the complaint is not resolved by the principal, the complainant may appeal the decision of the principal by filling out Form 1312.5(a) and submitting it to the District's General Complaint Compliance Officer within fifteen (15) business days of receipt of the school site principal's decision. The Compliance Officer may, in their discretion, delegate their responsibilities under this section to another District designee.

The assigned District designee shall arrange a mutually agreeable date and time to meet with the complainant to discuss the complaint, principal's decision and attempt to resolve it. At their discretion, the District designee may, choose to meet with the complainant jointly with the pertinent staff member(s), the site level administrator, and/or the school site principal. The District designee shall provide the complainant a final written decision within fifteen (15) business days of meeting with the complainant. If the complainant refuses to attend such a meeting, the District is not obligated to proceed with the General Complaint procedures.

4. Final Appeal to Superintendent or Designee

If the complaint is not resolved, the complainant may submit a final written appeal to the Superintendent or designee within fifteen (15) business days of the District designee's written response. The Superintendent or designee may, at their discretion, conduct an additional investigation. Regardless of whether an investigation is conducted, the Superintendent or designee will deliver the District's final written response and decision to the school site principal and the complainant within fifteen (15) business days of the filing of the final appeal. The final written response may, at the discretion of the Superintendent or designee, adopt the response issued at the previous relevant step of this procedure.

The decision of the Superintendent or designee shall be final and is not appealable to the Board of Education.

E. Reports Required

Form 1312.5

Form 1312.5(a) Parent/Guardian General Complaint Appeal to District Designee (if applicable)

F. Record Retention

Completed Form 1312.5

Completed Form 1312.5(a), as applicable

G. Responsible Administrative Unit

Assistant Superintendent, Executive Services

H. Approved By

Dr. Linda Adamson

Date

Assistant Superintendent

4/19/2022

Dr. James Elsasser

Date

Superintendent

4/19/2022