

COMMUNITY RELATIONS

AR 1310 – Complaints Concerning El Dorado County Office of Education Employees

The Superintendent or designee shall determine whether a complaint should be considered a complaint against the El Dorado County Office of Education and/or an individual employee, and whether it should be resolved by the County Office of Education's process for complaints concerning personnel and/or other County Office of Education procedures.

To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against County Office of Education employees:

1. Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns.
2. If a complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may submit an oral or written complaint to the employee's immediate supervisor or the program administrator.
3. All complaints related to County Office of Education personnel other than administrators shall be submitted in writing to the program administrator or immediate supervisor. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so. Complaints related to an administrator shall be initially filed in writing with the Superintendent or designee. Complaints related to the Superintendent shall be initially filed in writing with the Board.
4. When a written complaint is received, the employee shall be notified within ten days or in accordance with collective bargaining agreements.
5. A written complaint shall include:
 - a. The full name of each employee involved.
 - b. A brief but specific summary of the complaint and the facts surrounding it.
 - c. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter.
6. Staff responsible for investigating complaints shall attempt to resolve the complaint to the satisfaction of the parties involved within 30 days.

7. Both the complainant and the employee against whom the complaint was made may appeal a decision by the program administrator or immediate supervisor to the Superintendent or designee, who shall attempt to resolve the complaint to the satisfaction of the parties within 30 days. Parties should consider and accept the Superintendent or designee's decision as final.

Any complaint of child abuse or neglect alleged against a County Office of Education employee shall be reported to the appropriate local agencies in accordance with law, Board and Superintendent policies and administrative regulations.

Legal Reference:

El Dorado Teachers Association Article 23 Parent/Public/Complaints/Compliments

Approved: November 9, 2004