

Administrative Regulation

Complaints Against School Employees

Complaints on behalf of students by students/parents

Every effort should be made to resolve complaints regarding district employees at the earliest possible stage. Any person who complains about a district employee shall be encouraged to resolve the matter informally through direct communication with the employee whenever possible.

If a complainant is unable or unwilling to resolve a complaint or serious negative criticism directly with the employee, as per our district communication protocols, the complainant is to contact the school Principal or department head who directly supervises that employee. Should the complainant remain dissatisfied with the determination of the Principal or Department head, s/he may submit a formal written complaint using Form 9701.61 to the district by emailing the form to “complaints@ggusd.us”. Complaints against a principal or district administrator may also be filed in writing to complaints@ggusd.us. If the complainant is unable to prepare the complaint in writing, s/he should indicate that via email and administrative staff will contact and provide assistance in the preparation of the complaint.

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

1. Upon receipt of this written complaint, the Assistant Superintendent will notify the Personnel office as a matter of information.
2. The Assistant Superintendent will exercise judgment regarding the timing and nature of conferences which might be appropriate for a resolution of the concern.
3. The Assistant Superintendent will notify the subject of the complaint of the complaint and maintain regular communication with the subject until the matter has been resolved.
4. The Assistant Superintendent (or other designee as appropriate) shall investigate the complaint and attempt to resolve the complaint to the satisfaction of the parties involved within 30 school days. The investigation may include interviews of the employee, complainant, or witnesses as necessary and/or a review any documentation relevant to the complaint

5. Under no circumstances will a copy of the complaint be held in the personnel file without the employee's knowledge and opportunity to include the employee's own statement on the matter.
6. Confidentiality is essential in all matters pertaining to complaints and their resolution. The Assistant Superintendent conducting the investigation shall keep the details of the investigation confidential to the extent possible but cannot guarantee strict confidentiality to any party or witness.
7. Principals and immediate supervisors will keep the superintendent's office informed regarding progress toward resolution of all complaints.
8. The complainant shall be notified in writing of the final decision regarding the resolution of the complaint.
9. Either the complainant or the employee may appeal the Assistant Superintendent decision to the Superintendent. If the decision is appealed, the Superintendent may uphold the Assistant Superintendent's decision without hearing the complaint. The decision of the Superintendent shall be final.

The District reserves the right not to investigate or respond to untimely complaints.

The District shall not be required to investigate anonymous complaints.

1. Complaints by employees

For a district employee making a formal complaint against another district employee, the complaining employee is expected to resolve the complaint directly with the employee whenever possible. If a complaint cannot be resolved with the employee directly, the complaining employee should do one of the following:

1. If the employee being complained about is a member of the same bargaining unit, the complaint will be directed to that person's immediate supervisor and/or the appropriate Asst Superintendent. Should that process not be satisfactorily resolved, then the complainant may appeal to the Personnel Department.

2. If the employee being complained about is not a member of the same bargaining unit, the complainant shall contact the bargaining unit for assistance and potential resolution through the collective bargaining process.

3. Complaints by the general public

1. If a complainant is unable or unwilling to resolve a complaint or serious negative criticism directly with the employee, as per our district communication protocols, the complainant is to contact the school Principal or department head who directly supervises that employee. Should the complainant remain dissatisfied with the determination of the Principal or Department head, s/he may submit a formal written complaint using Form 9701.61 to the district by emailing the form to “complaints@ggusd.us”. Complaints related to a principal or district administrator may also be initially filed in writing in this manner. If the complainant is unable to prepare the complaint in writing, s/he should indicate that via email and administrative staff will contact and provide assistance in the preparation of the complaint.
2. To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against district employees:
 - a. Upon receipt of this written complaint, the Assistant Superintendent will notify the Personnel office as a matter of information.
 - b. The Assistant Superintendent will exercise judgment regarding the timing and nature of conferences which might be appropriate for a resolution of the concern.
 - c. The Assistant Superintendent will notify the subject of the complaint of the complaint and maintain regular communication with the subject until the matter has been resolved.
 - d. The Assistant Superintendent (or other designee as appropriate) shall investigate the complaint and attempt to resolve the complaint to the satisfaction of the parties involved within 30 school days. The investigation may include interviews of the employee, complainant, or witnesses as necessary and/or a review of any documentation relevant to the complaint
 - e. Under no circumstances will a copy of the complaint be held in the personnel file without the employee’s knowledge and opportunity to include the employee’s own statement on the matter.

- f. Confidentiality is essential in all matters pertaining to complaints and their resolution. The Assistant Superintendent conducting the investigation shall keep the details of the investigation confidential to the extent possible but cannot guarantee strict confidentiality to any party or witness.
 - g. Principals and immediate supervisors will keep the superintendent's office informed regarding progress toward resolution of all complaints.
3. The complainant shall be notified in writing of the final decision regarding the resolution of the complaint.
 4. Either the complainant or the employee against whom the complaint was made may appeal the decision. A decision by the principal or immediate supervisor may be appealed to the Superintendent or designee, who shall attempt to resolve the complaint to the satisfaction of the parties involved within 30 school days.
 5. Either the complainant or the employee may appeal the Assistant Superintendent decision to the Superintendent. If the decision is appealed, the Superintendent may uphold the Assistant Superintendent's decision without hearing the complaint. A closed session may be held to hear the complaint in accordance with law.
 6. The decision of the Superintendent shall be final.
 7. The District reserves the right not to investigate or respond to untimely complaints.
 8. The District shall not be required to investigate anonymous complaints.

Ref: EC Sections 35160-35161, 44811

Approved: October 22, 1968

Revised: August 27, 1979

Revised: March 4, 1986

Reviewed: July 1, 2000

Revised: August 9, 2016

Revised: September 22, 2022

Revised: September 12, 2023



Garden Grove Unified School District General Complaint on Behalf of a Student

Students or parents/guardians/community members who have concerns on behalf of a student and are seeking a specific remedy are asked to follow the procedures outlined in the [Communication Guidelines](#) and first seek resolution of the problem with the employee responsible. If that does not meet your satisfaction, please speak to the school Principal or Department head. If you are not satisfied with the informal resolution of your concern at the school site or department level, you may file a written formal complaint by submitting this online form to the following email: complaints@ggusd.us or you may complete the fillable form below, print, and submit to your child's school. The Complaint Process outlined in [Board Policy 3120](#) shall be separate and distinct from the complaint process under the Uniform Complaint Procedure and Board Policy 3119 and 4010.

Please print and complete all sections	
Your Name:	Date:
Address:	
Phone:	Primary: _____ Other: _____
I am a:	Student Parent Other please describe)
If parent/guardian provide student name:	
School/Department:	
The person I am complaining about is:	Certificated Employee (teacher, counselor, psychologist, etc.) Classified Employee (custodian, bus driver, secretary, etc.) School/District Administrator Other (please describe)
The name of the person I am complaining about is:	
I have discussed my complaint with this person:	Yes Date(s) of conversation(s) No, and reasons for not:
I have discussed my complaint with this person's supervisor	Yes Date(s) of conversation(s) No, and reasons for not:
Please describe your complaint in detail. You may attach additional pages if necessary.	

Individual(s) who could supply additional information about the complaint:	Name:	Where they may be contacted:
	Name:	Where they may be contacted:

What solution(s) are you seeking?	
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If confidentiality is requested, every effort will be made, but cannot be guaranteed, to respect the confidentiality request of the complainant, without compromising the rights of all other parties involved. Please be advised that it is against the law and District policy for anyone to retaliate against someone who was involved in the investigation or the allegations. Therefore, we are reminding all parties not to retaliate, and please report to the Office of Personnel if you feel you have been subject to retaliation for your participation in this process.

Signature of Complainant: _____ Date: _____

This Complaint Form is provided in accordance with Board Policy 3120, Complaints Against School Employees, approved August 2022, by the Garden Grove Unified School District Board of Education.

For Office Use Only

Date form was received:

Level 2 Resolution:

Signature of Level 2 Assistant Superintendent/Designee: _____ Date: _____

Level 3 Resolution:

Signature of Level 3 Assistant Superintendent/Designee: _____ Date: _____

Formal Complaint Form Against School Employees

[Click here](#) for the Spanish Complaint form.

[Click here](#) for the Vietnamese Complaint form.

[Click here](#) for the Korean Complaint form.