

## Administrative Regulation

Complaints Against School Employees**A. 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.

#### **B. Complaints by employees**

For a district employee making a 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 complaint involves bullying, discrimination or harassment, the employee should complete the Complaint Form found in Administrative Regulation 4010.1.
2. If the complaint involves unsafe, hazardous or potentially dangerous working conditions, the employee is to report in writing their concerns to their immediate supervisor per Administrative Regulation 4042.1.
3. If the concerns do not involve workplace safety, bullying, discrimination or harassment, then the member should address their concerns with their immediate supervisor.

#### **C. Complaints by the general public**

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".

1. 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.

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