

## **BP 3811 General Complaints and Complaints Concerning District Employees**

The Governing Board desires to provide a means by which the public can file complaints against the District and have those complaints investigated and resolved. The Board desires that complaints be resolved expeditiously without disrupting the educational process. The Board delegates to the Superintendent/President or designee the authority to render a final decision regarding the complaint.

The Superintendent/President or designee shall develop procedures which permit the public to submit complaints against the District or complaints against district employees. The Board may serve as an appeals body if the complaint is not resolved.

This procedure governing general complaints against the District or its employees shall be applied to all complaints not otherwise subject to specific complaint procedures. Complaints that are subject to other complaint resolution procedures shall be investigated, managed and resolved through those identified procedures. For example, harassment and discrimination complaints shall be resolved through the Board's adopted harassment and discrimination procedures. Likewise, complaints filed by students that implicate District employees shall be handled through the student complaint procedures set forth in the Student Handbook and grievances that implicate District employees related to collective bargaining agreements shall be resolved in accordance with the applicable collective bargaining agreement's grievance procedures. The complaint procedures implemented pursuant to this board policy shall be the default procedures applicable to all general complaints against the District or District employees when no other policy applies.

Complaints must be submitted in a timely fashion. Written complaints must be submitted within thirty (30) calendar days of the incident or within thirty (30) calendar days of the time the complainant should have known of the facts giving rise to the complaint, whichever occurs first. The District reserves the right not to investigate or respond to untimely complaints.

The Board prohibits retaliation against complainants. The District shall not be required to investigate anonymous complaints.

*See Administrative Procedures AP 3811*