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## CLOVIS UNIFIED SCHOOL DISTRICT

### COMMUNITY RELATIONS COMPLAINTS REGARDING DISTRICT EMPLOYEES

The process stated in this administrative regulation shall be followed when filing complaints regarding District employees.

#### A. Complaint Process

##### 1. Informal Complaint

Pursuant to the Complaint Process Flow Chart (Section D below), and if acceptable to the complainant, an informal complaint is initiated within five business days of the alleged occurrence by discussing the incident or matter either with the employee involved in the situation or with the site administrator/department supervisor before filing a written complaint. The purpose of the informal complaint process is to allow the involved parties to resolve the issue through a consultation process rather than the formal complaint process.

##### 2. Formal Complaint

If the complaint cannot be resolved at the informal level, or if the complainant rejects the informal process, the complainant may submit a formal complaint to the appropriate assistant superintendent or designee within 15 business days of the alleged occurrence. The formal complaint may be submitted using the Complaint Form (Exhibit No. 1312.1(1)) and shall follow the process as set forth in the Complaint Process Flow Chart (Section D below). The complainant shall type or print, sign, and date the Complaint Form.

The complainant is not limited to only the Complaint Form. The complainant may write a letter of complaint or attach additional pages/documents to the Complaint Form. The complainant may request assistance from District staff when filing the complaint, if needed. If necessary, a meeting will be scheduled to discuss the complaint with the complainant.

##### 3. Appeal

If the complaint is not resolved to the complainant's satisfaction, the complainant may submit an appeal to the Associate Superintendent of School Leadership or designee within 10 business days of the date of the District's response to the formal complaint using the Appeal Form (Exhibit No. 1312.1(2)). A copy of the Complaint Form and the response from the assistant superintendent or designee should be submitted with the Appeal Form when possible.

#### B. Investigation

1. When a formal complaint or an appeal is filed, a thorough and objective investigation will be conducted. The investigation may be assigned to District staff or to outside persons or organizations. An outside investigator or investigators may be engaged by the Superintendent

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or designee depending on the nature and scope of the allegations. The term investigator includes a neutral fact finder or other professional knowledgeable about the law/programs that he/she is assigned to investigate.

2. The investigator(s) shall consult with all individuals reasonably believed to have relevant information, including the complainant and any witnesses to the misconduct, and victims of similar misconduct, if any, that the investigator(s) reasonably believes may exist.
3. When determining whether the alleged misconduct constitutes a violation, the investigator(s) should consider the totality of the circumstances including, as appropriate, but not limited to:
  - a. The nature of the alleged misconduct or violation.
  - b. How often the alleged misconduct or violation occurred.
  - c. Whether there were past incidents or continuing patterns of misconduct or violation.

### C. Decision

#### 1. Formal Complaint

The appropriate assistant superintendent or designee shall respond in writing to the complainant within 15 business days from the date of the District's receipt of the formal complaint.

#### 2. Appeal

The Associate Superintendent of School Leadership or designee shall respond in writing to the complainant within 15 business days from the date of the District's receipt of the appeal.

The District's decision shall be written in English and in the language of the complainant whenever feasible or as required by law.

**CLOVIS UNIFIED  
SCHOOL DISTRICT****D. Complaint Process Flow Chart**

LEVEL	PRESENTS COMPLAINT TO	TYPE OF COMPLAINT	NUMBER OF BUSINESS DAYS TO FILE	NUMBER OF BUSINESS DAYS TO RESPOND
INFORMAL	Employee or Site Administrator/ Department Supervisor	Informal Discussion	Within 5 Business Days of Alleged Occurrence	N/A
FORMAL	Appropriate Assist. Supt. or Designee	Formal In Writing	Within 15 Business Days of Alleged Occurrence	15 Business Days From the Date of District's Receipt of Formal Complaint
APPEAL	Associate Supt., School Leadership or Designee	Appeal in Writing	Within 10 Business Days of Date of District's Response To Formal Complaint	15 Business Days From the Date of District's Receipt of Formal Complaint

Adopted: 01/07/1989

Reviewed: 01/14/2009, 06/15/2010

Amended: 01/03/1983, 05/13/1992, 09/22/1999, 12/15/2004, 02/22/2006, 01/23/2008, 02/22/2008, 01/25/2012, 05/10/2022 (AR 9207 renumbered as AR 1312.1)

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