

## Complaints Against School Personnel

No. 872  
(A) 6-13-88  
(R) 1-20-92  
(R) 12-14-15

The Board directs all school personnel to make every practical effort to facilitate communication with students, parents/guardians and residents of the School District of Lodi. However, realizing that complaints may arise, it directs the district administrator to establish consistent procedures among buildings to deal with such complaints. These procedures should comply with the following guidelines:

1. Informal measures should be attempted first, consisting of a face-to-face meeting between the complainant and the staff member.
2. If the complaint is not resolved informally, the building administrator will provide a form to the complainant to document their concern(s). The staff member and administrator involved will respond to the written complaint within 5 days of its receipt.
3. If the complaint is not resolved at this step, the complainant should schedule a meeting with the district administrator. At the meeting with the district administrator, the complaint will be reviewed with the complainant and possibly the building administrator and staff member if deemed necessary. The district administrator will issue a written decision within 10 days of this meeting.
4. If the complaint is not resolved at Step 3, the complainant may request a Board review and, if desired, the complainant may schedule an appearance before the Board in executive session. The Board will hear the complaint and issue a written response within 10 days.
5. All procedures must comply with employee handbook with LTA and LESA.

Legal Reference: s.111.70(4)

