



COMPLAINT FORM

Any staff member, parent, student, community member or applicant who has a complaint regarding an employee, a district policy, or other condition of the Davis Joint Unified School District may submit the complaint by completing this form and filing it with the school principal or appropriate District administrator. For detailed explanation of complaint process, see reverse side. **(If your complaint alleges an issue of discrimination or failure to comply with certain specified state or federal laws, please use the Federal/State Uniform Complaint Form instead of this form. See more detailed explanation on reverse side, in the box on the top of the page.)**

Name of person filing the complaint: _____ Date: _____

Address: _____ Phone #: _____ Email: _____

The person making the complaint is a: Staff Member Parent Student Community Member

A. Statement of the problem: (Please be as detailed as possible and include facts such as names, dates, times, location, witnesses, etc. Attach additional pages if necessary.)

B. What do you want to happen as a result of your complaint?

C. The District wants to use restorative practice measures and mediation to resolve complaints whenever possible. Would you be interested in first attempting to resolve this complaint through restorative practice measures and mediation? Yes No

D. Do you request a conference after the mediation or complaint has been investigated? Yes No

E. Signature of Complainant: _____

To initiate a formal investigation submit this complaint to the principal if it is a school site issue. If the complaint is about a principal or a district office matter then submit to Student Support Services at the District Office. A written response will be mailed to you within thirty (30) business days. Please see the back for more details about the complaint and appeal process.

What to do if you have a complaint

This section explains the District’s procedures for handling complaints. Most complaints can be solved informally at the school site, if reported early. (Please see *Informal Complaint* below.) Or you may file a *Formal Written Complaint*. (See below.)

You must use a different complaint form, called the *Uniform Complaint Procedure form* if your complaint is about unlawful discrimination, harassment, intimidation, or bullying (based on race, ethnicity, color, ancestry, nationality, national origin, ethnic group identification, religion, physical or mental disability, sex, sexual orientation, gender, gender identity or gender expression) or failure to comply with state or federal laws governing District programs, services, funding sources, or involving the implementation of the LCAP. You can get that form at any school site office, district office customer service desk, or from www.djUSD.net.

Informal Complaint

We encourage you to talk to the school employee directly involved in the situation that is causing your complaint.

Here’s an example:

- 1.If your complaint is about something that happened in a classroom or the school site, talk to the *teacher*. If the teacher does not resolve your complaint, talk to the *school principal*.
- 2.If your complaint is about a principal or a district problem, call the *District Office* at: 530-757-5300. Talk to the office in charge of what you are complaining about:

Student Services (health, behavior, counseling).....	Ext. 140	Human Resources.....	Ext. 105
Business Services.....	Ext. 122	Special Education.....	Ext. 113
Instructional Services/Curriculum.....	Ext. 144		

If talking to the school/district employee in charge does not resolve your complaint, you can make a formal, written complaint.

Formal Written Complaint

Follow these steps:

1. Get a *Complaint Form* from: Your school’s main office, the district Office customer service desk, or online at www.djUSD.net
2. Fill out the *Complaint Form* and give it to your school principal (for a school site problem), or a district administrator (for a complaint about a principal or a district problem).
3. Within **5 business days**, the principal or district administrator will contact you to let you know we have received your complaint, and what the next steps will be. If your complaint is about an employee, we are required to tell that employee about the complaint within **3 business days**.
4. The District wants to resolve complaints through restorative measures and mediation whenever possible. If you agree to mediation, the school principal/district administrator will work with you to expedite the process.
5. If you decline mediation or mediation is unsuccessful, the principal, district administrator, or designee will investigate your complaint. (This is called *Findings of Facts*.)
6. Within **30 business days**, you will get a letter called an *Administrative Response/Actions*. This explains what we learned about the problem and how we will respond. (We cannot share detailed information that violates student or personnel privacy rights.)

Keep a copy of your complaint! If you cannot resolve your complaint, you will need it later. You may hire someone to help you with your complaint, but you must pay for it.

How to Ask for an Appeal

If you disagree with our response, you may ask for an appeal within **10 business days**. Include in your appeal, a copy of your original *Complaint Form*, the principal’s or District’s *Response*, and a summary of why you believe the *Response* does not resolve the complaint. If your complaint was investigated by a principal or designee, send the documents to the Director of Student Services. If your complaint was investigated by a district administrator, send your documents to the Superintendent. The district administrator or Superintendent will conduct a *Findings of Fact* and will send you a response within **30 business days**. If you still disagree with our *Response*, within **30 business days** you may ask to speak to the School Board. The Board may agree to let you speak and present your evidence, or they may decide not to hear your complaint and the previous response stands as final.