

**Community Relations**

**COMPLAINTS CONCERNING CATEGORICAL AID PROGRAMS**

The following procedures shall be used to address complaints pertaining to any aspect of a categorical aid program funded through the consolidated application process. Information concerning these procedures shall be disseminated to all interested parties, including all district and school advisory councils. These procedures shall also be used to address complaints concerning the migrant education program.

*(cf. 6175 – Migrant Children Program)*

Complaints must be submitted to the Superintendent within sixty (60) days of the event giving rise to the complaint.

Within 30 days of receiving a complaint, the Superintendent or designee shall prepare a written report on the findings, the disposition of the complaint, and the rationale for such disposition. This report shall be made in English and, when necessary, in the language or mode of communication best understood by the complainant. The report shall include notice of the complainant's right to appeal the decision to the State Department of Education and a copy of the procedures for such an appeal. The complainant shall be provided a copy of the report no later than five days following the disposition of the complaint.

Every effort shall be made to resolve complaints at the earliest level.

Level One: Complaints shall be initially filed with the school site council or to the advisory committee of the school program about which the complaint arises. The site council or advisory committee shall convene to discuss the complaint within five days of receiving it.

Level Two: If a complaint is not resolved informally during the site council or advisory committee meeting, the complainant may, within three days, file a formal complaint in writing with the principal or designee of the school where the complaint arose. A meeting with the principal or designee shall be scheduled within five days. The complainant and/or his/her representative may present relevant evidence. The principal or designee and the complainant and/or his/her representative may ask designated personnel to attend the meeting to provide information and ensure that all pertinent facts are made available.

Level Three: If a complaint is not resolved at level two, the complainant may, within three days, file the complaint in writing with the Superintendent or designee. A meeting with the Superintendent or designee shall be scheduled within five days and offer the same opportunities for investigation as provided at level two.

Level Four: If a complaint is not resolved at level three, the complainant may, within three days, file the complaint in writing with the Governing Board. The Board will consider the matter at the next regular Board meeting or at a special Board meeting convened in order to meet the 30-day limit within which the complaint must be answered.

## **Appeals**

If a complainant is dissatisfied with the district's resolution of the complaint, he/she may appeal to the State Department of Education within 30 days of receiving the district's final written report. (Code of Regulations, Title 5, 3951)

If dissatisfied with the State Department of Education's resolution of a complaint regarding a Chapter I program, the complainant may request its review by the U.S. Secretary of Education. (34 Code of Federal Regulations, 200.74)

*(cf. 6171 – Chapter I Programs)*

Approved: April 9, 1992  
Revised: 8/24/93; 3/16/05;  
Reviewed: 11/15/94

**WEST SONOMA COUNTY UHSD**  
Sebastopol, California