

ARTICLE 15: COMPLAINTS CONCERNING SCHOOL PERSONNEL

- 15.1** Any student, parent or citizen complaint concerning school personnel shall be made directly by the complainant to the person against whom the complaint is lodged whenever appropriate. Parents/guardians are encouraged to attempt to orally resolve concerns with the staff member personally. An administrator receiving a complaint about an employee shall inform the employee of the complaint and attempt to facilitate direct communication between the employee and the complainant.
- 15.1.1** In the event that a public complaint involves accusations of the following, the provisions of 15.1 shall not apply:
- Child abuse;
 - Sexual abuse/harassment;
 - Discrimination;
 - Civil rights violations, or;
 - Other statutory violations.
- 15.2** If the complaint is not resolved at this level, the complainant may submit the complaint in writing to the school principal or designated District Complaint Officer, whichever is most appropriate, and the person against whom the complaint is lodged.
- The Governing Board designates the following District Complaint Officer, as the Superintendent's designee, to receive and investigate complaints and ensure District compliance with law:
- Assistant Superintendent
Human Resources Development
31350 Rancho Vista Road
Temecula, CA 92592
(951) 506-7960
- 15.3** The person against whom the complaint is lodged shall have five (5) work days from his/her receipt of the written complaint to submit to the Superintendent's or designee's office a written reply to the complaint.
- 15.3.1** A copy of a timely submitted written reply shall be attached to the complaint if the complaint is filed in the employee's personnel file.
- 15.4** All parties involved shall attempt to resolve the complaint at the lowest administrative level.
- 15.5** No complaint shall be filed in an employee's personnel file until the procedures set forth in this Article are exhausted.
- 15.6** A violation of this process set forth in this article shall be subject to the grievance procedure. The substance of the complaint shall not be subject to the grievance procedure as set forth in Article 16 of this agreement.