Ventura USD  
Board Policy  
Complaints Concerning the Schools  

BP 1312  
Community Relations  

The Governing Board believes that the quality of the educational program can improve when the district listens to complaints, considers differences of opinion, and resolves disagreements through an established, objective process.

The Board encourages complainants to resolve problems early and informally whenever possible. The Board encourages citizens to seek resolution to complaints at the lowest level in the organization whenever possible. If a problem remains unresolved, the individual should submit a formal complaint as early as possible in accordance with appropriate district procedures. District procedures shall be readily accessible to the public.

Individual Board members do not have authority to resolve complaints. If approached directly with a complaint, however, Board members should listen to the complaint and show their concern by referring the complainant to the Superintendent or designee so that the problem may receive proper consideration.

(cf. 1312.1 - Complaints Concerning School Personnel)  
(cf. 1312.2 - Complaints Concerning Instructional Materials)  
(cf. 1312.3 - Uniform Complaint Procedures)  
(cf. 3320 - Claims and Actions Against the District)

Legal Reference:  
EDUCATION CODE  
35146  Closed sessions  
35160.5  Requirement of school district policies: parental complaints re. employees  
GOVERNMENT CODE  
950-950.8  Actions against public employees  
54957-54957.8  Closed sessions  
CODE OF REGULATIONS, TITLE 5  
3080  Application of section 4600-4671  
4600-4671 - Uniform complaint procedures

Policy  adopted:  October 27, 1992  
VENTURA UNIFIED SCHOOL DISTRICT  
Ventura, California