

Community Relations

Complaints Concerning the Schools

The Board of Education 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. 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 Authority of governing boards
35160.1 Broad authority of school districts

GOVERNMENT CODE

54957-54957.8 Closed sessions

CODE OF REGULATIONS, TITLE 5

3080 Application of section 4600-4671
4600-4671 Uniform complaint procedures

Adopted: (7-88 9-93) 10-05

ORANGE UNIFIED SCHOOL DISTRICT
Orange, California