

## EXHIBIT A

### Berkeley Unified School District – Office of Superintendent **Complaint Procedure for Parents, Students, Employees and Residents Regarding School or District Policy, Procedure, or Practice or District Employees**

This form and process is available for any parent, student, employee or resident who wishes to initiate a complaint against any Berkeley Unified School District policy, practice, or procedure, any school site practice or procedure, or a BUSD employee. The complainant shall attempt to resolve the complaint at Step 1. If not applicable or possible, the complainant may go to the next appropriate step, the employee's immediate supervisor or principal. Complaints regarding district policies, practices or procedures and site practices or procedures begin at Step 4. (Please see the reverse for all steps.)

Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates and places necessary for a complete understanding of your complaint).

This complaint pertains to:

A District Policy, Practice or Procedure (file at Step 4)

**Policy, Practice or Procedure:**

A site practice or procedure

**Site Practice or Procedure:**

A district employee

**Employee Name:**

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Please write the nature of the complaint. (This should be a description in your own words of the grounds of your complaint, including all names, dates, and places necessary for a complete understanding of your complaint as well as any attempts you have made to resolve. You may attach additional pages).

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***Please print name, address and telephone number***

Complainant's Name

Complainant's Phone Number

Area Code (      )

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Complainants Address, City and Zip Code

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**I certify that the information I have given is true and correct.**

**Complainant's Signature** \_\_\_\_\_

**Date Signed** \_\_\_\_\_

**Exhibit A**

**Step 1: Informal Resolution**

Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, you should communicate directly with the employee involved in order to resolve concerns.

If you are unable or unwilling to resolve the complaint directly with the employee, you may file a written complaint directly to the principal or immediate supervisor (**Step 2**).

**Step 2: Filing a Written Formal Complaint**

If the complaint was not resolved informally (**Step 1**), you have the right to submit a formal written complaint to the principal or employees' supervisor. If this complaint is against the principal or central office administrator, it should be filed with the District Compliance Officer (DCO), Director of Student Services.

A formal written complaint must include: the name of the employee, policy, procedure or practice involved, a brief but specific summary of the complaint and a description of any prior attempt to resolve the complaint informally. (See Page 1).

**Step 3: Site or Department Hearing**

The immediate supervisor or principal shall confer with the parties within five (5) working days of receipt of the written complaint. The immediate supervisor or principal shall provide a written response to the parties within five (5) working days from the date of the conference with the parties.

If the immediate supervisor or principal's response does not resolve the complaint, then the party may appeal the response with the DCO by signing the request below and delivering this form to the Director of Student Services.

**Request for District Resolution of My Complaint**

Name \_\_\_\_\_

Date \_\_\_\_\_

**Step 4: District Hearing**

The DCO shall confer with the parties within five (5) working days of the receipt of the appeal. The DCO or Director of Student Services, 510-883-5224, or designee shall send a response, in writing, to the parties within ten (10) working days of the conference.

If the DCO does not resolve the complaint then the party may appeal the DCO's decision with the Superintendent or designee by signing the request below and delivering it to the Superintendent's office.

**Request for Superintendent or Designee Resolution of My Complaint**

Name \_\_\_\_\_

Date \_\_\_\_\_

**Step 5: Superintendent's Hearing**

The Superintendent or designee shall confer with the parties within five (5) working days of the receipt of the appeal. The Superintendent or designee shall respond to the parties in writing within ten (10) working days of the conference.

If the Superintendent does not resolve the complaint, any party may appeal the Superintendent's decision to the Board of Directors. The request must be made in writing and submitted to both the Board of Directors and Superintendent by filing within twenty (20) working days of the Superintendent's response.

**Step 6: Requesting a Board of Director's Hearing**

The Board may elect to hold a hearing and render a finding or support the finding made at **Step 5** without holding a hearing. The decision of the Board is final and will be communicated to the complainant by the Superintendent.