

This NEW Policy is a replacement policy for Policy 9130 Complaint Procedure which is recommended to be rescinded. As both the title and content is changed, the recommendation is to rescind the current policy and replace it with this new policy.

9130 - PUBLIC COMPLAINTS

Any person or group having an interest in the operations of this District shall have the right to present a request, suggestion, or complaint concerning District personnel, District programs, or District operations. The intent of this policy is to provide the means for reviewing public concerns in a fair and impartial manner and to seek a remedy where appropriate. If a complaint involves harassment by District staff, the matter will be promptly reviewed in accordance with Board Policies and District Administrative Procedures pertaining to harassing conduct.

It is the desire of the Board to rectify any misunderstandings between the public and the District by direct discussions of an informal type among the interested parties. Members of the public who have a complaint concerning District personnel, programs, or operations should refer to Administrative Procedure 9130 which provides direction in resolving such issues at the appropriate level.

If the complainant contacts an individual Board member to discuss the matter, the Board member will inform the complainant that Board members have no authority to act in an individual capacity and that the complainant must follow the process described in Administrative Procedure 9130.

Matters Regarding the Superintendent

Should the matter be one regarding the Superintendent, which cannot be resolved through discussion with the Superintendent, the complainant may submit a written statement of the complaint to the Board Chair. The Board Chair will review any such issue with the General Counsel and then proceed in a manner that is in the District's best interests.