

LA CANADA UNIFIED SCHOOL DISTRICT  
PUBLIC COMPLAINT FORM

APPENDIX J1

Name of Complainant \_\_\_\_\_ Telephone(H) \_\_\_\_\_ (W) \_\_\_\_\_

Street Address, City, State, Zip  
\_\_\_\_\_

Name of Student \_\_\_\_\_ Birthdate \_\_\_\_\_ Gender \_\_\_\_\_ Grade \_\_\_\_\_

Name of School \_\_\_\_\_

Relationship to student \_\_\_\_\_

**Definition of Public Complaints:**

Public complaints are defined as verbal or written complaints received from parents or community members which allege violation, misrepresentation, or inequitable application of the Education Code, school or district rules, policies, and/or procedures; or incompetency in the performance of the professional duties of the employee.

**Philosophy:**

1. It is the intent of these procedures to resolve all complaints as quickly as possible.
2. No anonymous complaints will be entertained at either the formal or informal level.

**Informal Procedures**

1. It is anticipated that the vast majority of problems will be resolved at this level.
2. Complainants shall be encouraged to present informal (oral) complaints first to the employee who is the subject of the complaint, prior to presenting any formal (written) complaint.

**Formal Procedures**

Level 1:

1. Within ten (10) working days, concerns not resolved at the informal level shall be reduced to writing and presented to the employee's immediate supervisor (principal at school sites). The complaint shall describe all relevant facts and information (i.e., specific concerns, times, dates and/or behaviors, or compliance issues) which have led to the complaint. (The written complaint shall be attached to this signed form.
2. The employee shall respond to the complaint in writing within fifteen (15) working days.
3. Within five (5) working days of the receipt of the employee's response, the supervisor shall forward a copy of the employee's written response to the complainant.

Level 2:

1. Within five (5) working days of the receipt of the written complaint unresolved at Level 1, the complainant shall forward the written complainant and the employee's response to the Superintendent or designee.
2. Within fifteen (15) working days of receipt of the written complaint, a meeting of the employee, Superintendent or designee and complainant shall be held at the district office. The employee and/or complainant may bring a representative. Decisions of the Superintendent or designee shall be final.

**I am filing the attached response to the formal Public Complaint in good faith.**

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date