

**Kern High School District  
Office of the Associate Superintendent of Human Resources  
Administrative Regulations**

**Instructions Regarding Complaints Against  
An Identifiable School, Office or Employee**

The Superintendent or designees shall determine whether a complaint should be considered a complaint against the district and/or an individual employee, and whether it should be resolved by the district's process for complaints concerning personnel and/or other district procedures.

To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against district employees:

1. Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns.
2. If a complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may submit a written complaint to the employee's immediate supervisor or the principal.
3. All complaints related to district personnel other than administrators shall be submitted in writing to the principal or immediate supervisor. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so. Complaints related to a principal or central office administrator shall be initially filed in writing with the Superintendent or designee. Complaints related to the Superintendent shall be initially filed in writing with the Board.
4. When a written complaint is received, the employee shall be notified within five days or in accordance with the collective bargaining agreement.
5. A written complaint shall include:
  - a. the full name of each employee involved,
  - b. a brief but specific summary of the complaint and the facts surrounding it,
  - c. a specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter.
6. Staff responsible for investigating complaints shall attempt to resolve the complaint within 30 days.
7. After a decision has been reached, both the complainant and the employee against whom the complaint was made may appeal a decision by the principal or immediate supervisor to the Superintendent or designee who shall attempt to resolve the complaint within 30 days. Parties should consider and accept the Superintendent or designee's decision as final.

8. However, the complainant, the employee, or the Superintendent or designee may ask to address the Board in Closed Session regarding the complaint.
9. Before any Board consideration of a complaint, the Superintendent or designee shall submit to the Board a written report concerning the complaint, including but not limited to:
  - d. The full name of each employee involved,
  - e. A brief but specific summary of the complaint and the facts surrounding it, sufficient to inform the Board and the parties as to the precise nature of the complaint and to allow the parties to prepare a response,
  - f. A copy of the signed original complaint,
  - g. A summary of the action taken by the Superintendent or designee, together with his/her specific finding that the problem has not been resolved and the reasons.
10. The Board may uphold the Superintendent's decision without hearing the complaint.
11. All parties to a complaint may be asked to attend a Closed Session Board meeting in order to clarify the issue and present all available evidence. The Closed Session will be held in accordance with the law.
12. The decision of the Board shall be final.

**CHARGE OR COMPLAINT AGAINST SCHOOL, OFFICE OR EMPLOYEE**

*This form is to be used to make a charge or complaint against an identifiable employee, or against a specific school or office where the basis for the charge or complaint arose out of the personal actions or omissions of an identifiable employee. Complete and sign the form and return to the Office of the Associate Superintendent of Human Resources.*

The Kern High School District (KHSD) does not allow discrimination based on actual race, color, ancestry, national origin, ethnic group identification, age, religion, marital or parental status, physical or mental disability, sex, sexual orientation, gender, gender identity or expression, or genetic information; the perception of one of more of such characteristics; or association with a person or group with one or more of these actual or perceived characteristics.

**TO:** Associate Superintendent of Human Resources  
Kern High School District  
5801 Sundale Avenue  
Bakersfield, CA 93309

**FROM:** Name \_\_\_\_\_

Address: \_\_\_\_\_

Daytime Telephone ( \_\_\_\_\_ ) \_\_\_\_\_

**1. Please identify the name of school or office, or name of employee and job location, against whom the charge or complaint is directed.**

\_\_\_\_\_

**2. When did the event(s) occur? List date(s) and time(s).**

\_\_\_\_\_

**3. State the charge or complaint** (Please attach comments on separate paper if further space is needed)

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**AN EQUAL OPPORTUNITY EMPLOYER**

4. With whom have you already discussed the charge(s) or complaint(s)? Please mark  all that apply and list approximate date(s) of the discussion(s):

<input type="checkbox"/>	School Principal	Date(s):	
<input type="checkbox"/>	Employee	Date(s):	
<input type="checkbox"/>	Employee's Supervisor	Date(s):	
<input type="checkbox"/>	Other (list):	Date(s):	

5. Briefly explain why the discussion(s) didn't result in the charge or complaint being resolved.

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I understand that the Associate Superintendent of Personnel (or designee) may request further information from me about this matter; and if such information is available to me, I shall present it upon request.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_