

Complainant's Signature _____ **Date Signed** _____

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)/Title IX Coordinator, at 2020 Bonar St., Room 116, Berkeley, CA 94702. 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 of the complaint form).

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, 510-486-9338, 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 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.