

**Berkeley USD  
Board Policy  
Complaints Concerning The Schools**

**BP 1312  
Community Relations**

The Governing Board believes that the quality of the educational program can improve when the district listens to complaints, considers differences of opinion, and resolves disagreements through an established, objective process.

The Board encourages complainants to resolve problems early and informally whenever possible. If a problem remains unresolved, the individual should submit a formal complaint as early as possible in accordance with appropriate district procedures. District procedures shall be readily accessible to the public.

Individual Board members do not have the authority to resolve complaints. Any Board member approached directly by a person with a complaint should refer the complainant to the Superintendent or designee so that the problem may receive proper consideration and be handled through the appropriate process. This provision shall not preclude any Board member from meeting with any person or from inquiring with the Superintendent or designee regarding any issue.

(cf. 1312.1 - Complaints Concerning District Employees)  
(cf. 1312.2 - Complaints Concerning Instructional Materials)  
(cf. 1312.3 - Uniform Complaint Procedures)  
(cf. 3320 - Claims and Actions Against the District)

Legal Reference:  
EDUCATION CODE  
35146 Closed sessions  
GOVERNMENT CODE  
950-950.8 Actions against public employees  
54957-54957.8 Closed sessions  
CODE OF REGULATIONS, TITLE 5  
3080 Application of section 4600-4671  
4600-4671 Uniform complaint procedures

Policy BERKELEY UNIFIED SCHOOL DISTRICT  
adopted: June 23, 2004 Berkeley, California