

COMMUNITY RELATIONS

SUBJECT: Complaints Concerning the County Office of Education

The County Board of Education and County Superintendent of Schools encourage the resolution of complaints as early as effectively possible. All complaints submitted in accordance with the procedures adopted by the County Board shall receive appropriate review and consideration.

When individual County Board members are approached with complaints about the County Office of Education, they shall be expected to listen to the complaint and demonstrate their concern by clearly identifying established procedures and channels through which the complaint may receive attention.

Legal Reference:

EDUCATION CODE

1040 - Duties of Boards

35146 - Closed Sessions

35160 - Authority of Governing Boards

35160.1- Legislative Findings; Broad Authority of County Boards of Education

35160.5(a)(3) - Requirement of School District Policies: Parental Complaints re: Employees

56500 et seq. - Procedural Safeguards: Special Education Programs

GOVERNMENT CODE

54950 et seq. - Actions Against Public Employees

54957 et seq. - Closed Sessions

ADMINISTRATIVE CODE, TITLE 5

3950 - 3953 - Complaint Procedure: Categorical Aide Programs