

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

**Community Relations**

**COMPLAINTS CONCERNING EMPLOYEES OF FRESNO COUNTY SUPERINTENDENT OF SCHOOLS**

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.

If a complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may communicate with the employee's immediate supervisor or program manager to attempt to resolve the complaint.

If a complainant is unable to resolve the complaint informally, he/she may submit a written complaint to the County Superintendent or designee. A written complaint shall include:

1. The full name of each employee involved.
2. A brief but specific summary of the complaint and the surrounding facts sufficient to state the specific nature of the complaint.
3. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter.
4. The complainant's name, signature, and contact information.

The decision of the County Superintendent or designee regarding the complaint shall be final.

Any complaint of child abuse or neglect alleged against a County Superintendent employee shall be reported to the appropriate local agencies in accordance with law, Superintendent Policy, and Superintendent Administrative Regulation.

Adopted: 06/15/1995

Amended: 11/15/2007, 10/18/2018