

What if I am not satisfied with the response to my complaint?

You may appeal the decision of the person responding to your complaint. In all cases, the appeal process will be explained in the written response you receive.

What if my complaint is not dealt with?

If you are concerned about how your complaint is being handled or addressed, you should contact the Compliance Officer. To contact the Compliance Office, please call (209) 858-0823.

Compliance Officer Responsibilities

The Board of Education has designated the Director of Personnel to receive, delegate, and investigate all complaints and ensure compliance with all federal and state laws and regulations, as well as all Manteca Unified School Board policies.

The Manteca Unified School Board and state and federal law all prohibit retaliation in any form for the filing of a complaint or participation in the complaint process. Please contact the Compliance Officer if you believe that you are being retaliated against because of your complaint and/or your participation in the complaint process.

Mission Statement

MUSD, in partnership with our diverse communities, is dedicated to all students achieving their academic and personal potentials. We are committed to providing a safe environment where quality education establishes the foundation for life-long learning.

BOARD OF EDUCATION (AS OF MARCH 2009)

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Check out the MUSD website at
E-mail: www.mantecausd.net



**MANTECA UNIFIED
SCHOOL DISTRICT**

COMPLAINT PROCEDURES

P.O. Box 32
Manteca, CA 95336
Se habla español.

(209) 825-3200 ext. 50823

General Information

The Manteca Unified School Board recognizes that the District has the responsibility to ensure that it complies with applicable state and federal laws and regulations governing complaints against personnel and programs. In order to address all complaints in a fair, legal, and professional manner, individuals making formal complaints are asked to adhere to the procedures listed below.

The Manteca Unified School District Board of Trustees takes each complaint seriously, encouraging prompt resolution through the following process.

Step 1: Informal complaint process Share your concerns with the person with whom you have the concern and, or his/her immediate supervisor. If your complaint is not resolved, go to next step. If your complaint involves discrimination or harassment, you may skip the informal complaint process and contact either your school principal and/or the District compliance office at (209)858-0823.

Step 2: Formal complaint process

- ✓ Put your complaint in writing.
- ✓ Review next section for appropriate form.
- ✓ To the best of your knowledge, make sure that all statements in your complaint are true and accurate

Filing a formal complaint?

If your complaint has to do with an employee and how the employee treated either you or a minor in your charge, fill out the **“Complaints Against Personnel”** form.

If your complaint has to do with a program such as one listed below, fill out the **“Uniform Complaint”** form.

Adult Education
Consolidated Categorical Aid
Migrant Education
Vocational Education
Title I
Special Education
Child Nutrition
G.A.T.E.
Preschool Programs
Board Policies

If your complaint has to do with:
Poor facilities
Lack of text books
Lack of supplies
Non-qualified teacher

fill out the **“Williams Alternative Complaint ”** form.



What will happen once I file my complaint?

Return your written complaint to the school site office and/or the District Office.

The content of complaints made against personnel will be shared with the employee as required by policy and law.

Complaints dealing with discrimination shall be investigated in a manner that protects the confidentiality of the parties and the facts. This includes keeping the identity of the complainant confidential except to the extent necessary to carry out the investigation as determined by the compliance officer on a case-by-case basis.

Once you have turned in your complaint, it will be sent to the appropriate party in order to attempt resolution at the lowest possible level.

The employee responsible for investigating and responding to your complaint will do so in writing within ten business days. Uniform Complaints and Williams Alternative Complaints will receive a written response as governed by policy.

If you want to appeal a disciplinary action such as Saturday School, detention, or suspension, make an appointment with the site administrator.