

1000 - COMMUNITY RELATIONS

1200 - RELATIONS WITH PUBLIC

COMPLAINTS FROM PARENTS OR GUARDIANS

BP 1212

It is the policy of the Board that all complaints from parents or guardians concerning Office personnel shall be addressed in an appropriate and timely manner and shall be brought to a swift and fair resolution.

It is the further policy of the Board to support Office employees in such a manner that their professional performance or emotional well-being will not be impaired by unnecessary or unfair criticism and complaints from parents or guardians of students enrolled in the programs of the Office. Additionally, it is the policy of the Board that no reprisals or recriminations shall be visited upon complainants or their children as a result of complaints concerning Office personnel.

The Superintendent shall develop regulations which will outline the process for responding to complaints concerning Office personnel, which will assure complete investigation and disposition of all complaints, which will protect the rights of all parties concerned, and which will ensure that confidential or privileged information is not disclosed during any phase of the process.

References: Education Code §35160.5

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**Santa Clara County
Board of Education**