

Chain of Command Instructions for Filing a Complaint

Dehesa School supports open communication between school staff and families. Communication is integral for the district's support of students. Dehesa is committed to resolving parental concerns in a timely fashion. We do want to hear from you when you have questions or concerns. We understand that sometimes it can be difficult to figure out who to contact with a question. Please know that the first step should be to contact the individual closest to the situation. (I.e. teacher, instructional assistant).

Board Policy states:

The Governing Board accepts responsibility for providing a means by which the public can share their complaints. The Board desires that complaints be resolved expeditiously without disrupting the educational process. The Superintendent shall develop regulations which permit the public to submit complaints in an appropriate way. These regulations shall protect the rights of involved parties. The Board may serve as an appeal body if the complaint is not resolved. The Board prohibits retaliation against complainants. The Superintendent at his or her discretion may keep a complainant's identity confidential, except to the extent necessary to investigate the complaint.

Your first step should be communication with the employee who is closest to the situation. Failing resolution, please take your issue to the staff member's direct supervisor, the Principal. Failing resolution at this stage, please speak with a higher lever supervisor, the Superintendent. If you have followed these steps without resolution, then bring your concern to the Board.