FHUSD – HUMAN RESOURCES PARENTAL CONCERN PROCEDURE

1 Parent talks with employee about complaint.

2 If not satisfied, parent talks to employee's supervisor.

3 If not satisfied, parent fills out the Parent Complaint Form (Policy KEB).

4 Parent submits the Formal Complaint to the employee's supervisor with a copy going to the Executive Director of Human Resources. The Complaint is stamped "received."

5 Either the supervisor or Human Resources will call the parent to confirm receipt of the Formal Complaint (within 2 days).

6 Either the supervisor or Human Resources will determine if the complaint is legitimate and, if so, begin a thorough investigation (within 2 days).

7 Either the supervisor or Human Resources will respond to the parent to let them know that the complaint was investigated and that appropriate action was taken to correct the concern (within the next few months).