

## **SDUHSD Employee Concern Resolution Procedures**

The San Dieguito Union High School District (SDUHSD) recognizes that, on occasion, students and/or parents may have concerns about school employees. We believe that most of these issues are best resolved through open, professional communication among the parties involved and this belief is reflected in the procedures outlined below. Should a student or parent have a concern about a SDUHSD employee, the student/parent should follow the procedure below.

- 1) Whenever possible, the student and/or parent should first meet with the employee to attempt to resolve the concern. Typically a site administrator would not participate in this meeting unless deemed appropriate by the site administration.
- 2) If, after meeting with the employee, the student and/or parent is not satisfied with the outcome, the student or parent shall submit to the school site administration a written explanation of the concern to include:
  - a) The name of the student/parent
  - b) The name of the staff member/s involved
  - c) A description of the concern
  - d) Contact information
- 3) Site administration shall then meet or speak with all relevant parties and arrange a meeting between the parties to attempt to resolve any remaining concerns and establish agreements on how to proceed.
- 4) After this meeting, site administration shall implement, support, and monitor any agreements resulting from the meeting. Should all parties not agree on the appropriate resolution to the concerns, site administration shall determine and implement the appropriate actions to best address any unresolved issues.
- 5) If a student or parent is not satisfied with the site administration's resolution of issues, they may appeal to the site administration's district-level supervisor.

Should any student or parent refuse to participate in the site resolution process, site administration's decision on the appropriate resolution shall remain in effect.