

Resolving Concerns or Complaints

The Pleasanton Unified School District has a process and policy related to the handling of concerns and complaints. Often concerns or complaints are the result of an unintentional miscommunication or a lack of needed information. That is why it is very important to first discuss concerns directly with the teacher or staff member in order to share information, problem solve, and attempt to resolve the concern together. In most cases, the concern can be resolved and, if needed, a plan of action can be developed together.

For your information, here are some reminders concerning the steps to follow should a more serious concern arise.

- Every effort should be made to resolve concerns at the earliest possible stage. If the concern regards a staff member, parents are asked to contact the staff member as soon as possible in order to meet and attempt to resolve the concern with the staff member personally.
- If the concern remains unresolved after discussing it directly with the staff member, parents may contact a school site administrator for further assistance in resolving the concern. In many cases, the school administrator will facilitate and participate in a meeting with the parent(s) and the staff member in order to discuss and attempt to resolve the concern.
- If these steps do not resolve the concern to your satisfaction, the district has a formal complaint process that can be initiated. Complaint forms are available in the school office and also in the district's Human Resources Department.