

FREQUENTLY ASKED Q & A's:

Q: How do I express a concern?

A: Please contact the person directly that you have a concern about. Complaints concerning school personnel should be made directly by the complainant to the person against whom the complaint is lodged. Parents/guardians are encouraged to attempt to orally resolve concerns with the staff member personally. If no resolution, submit your complaint in writing to the school principal or immediate supervisor.

Q: Why are there Uniform Complaint Procedures?

A: Uniform complaint procedures were developed and established to handle complaints against the District that involve specific educational programs which are conducted with local, state, or federal funds. The process is also used to ensure that the District has not unlawfully discriminated against someone.

Q: What do I do if a teacher doesn't return a call?

A: Call again and if the individual is not available please ask to leave a voicemail or make an appointment to meet with the teacher.

Q: What is the best time to meet with a teacher, counselor, or administrator?

A. Call and make an appointment. There are certain time periods of the day that work better for each school employee.

Board of Trustees

Brian Gerving.....707-822-3190....brian.gerving@nohum.k12.ca.us
Jennifer Knight..707-677-3734..jennifer.knight@nohum.k12.ca.us
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BOARD MEETING SCHEDULE

Northern Humboldt Union High School District's Board of Trustees meetings are held the second Tuesday of each month at 6 p.m. The locations of the meeting rotate depending on the month: August—December meetings are held at the McKinleyville High School Multi-purpose room; January—June meetings are held at the Arcata High School Multi-purpose room. Agendas for the meetings are posted at school sites and the web.

District Administration

Roger Macdonald..... Superintendent
Melanie Susavilla.....Director of Student Services

AHS Administration

David Navarre..... Principal
Jim Monge..... Asst. Principal
Mark Sahlberg..... Dean

MHS Administration

Nic Collart..... Principal
Danielle Carmisen.....Asst. Principal
Dustin Dutra.....Dean

Alternative Education Administration

Ron Perry.....SRCHS Principal
Jack Sheppard..... THS Principal
Jon Larson.....PCHS Principal



2755 McKinleyville Avenue
McKinleyville, CA 95519
(707) 839-6470

NORTHERN HUMBOLDT UNION HIGH SCHOOL DISTRICT

COMPLAINT PROCEDURES

Frequently Asked Questions

Arcata High School
Pacific Coast High School
1720 "M" Street
Arcata, CA 95521
AHS: (707) 825-2400
PCHS: (707) 825-2442

McKinleyville High School
Tsurai High School
1300 Murray Road
McKinleyville, CA 95519
MHS: (707) 839-6400
THS: (707) 839-6480

Six Rivers Charter High School
1720 "M" Street
Arcata, CA 95521
(707) 825-2428

COMPLAINTS CONCERNING SCHOOL PERSONNEL BOARD POLICY 1312.11

To promote prompt and fair resolution of the complaint, the following procedures shall govern the resolution of complaints against district employees:

1. Every effort should be made to resolve a complaint at the earliest possible stage. Whenever possible, the complainant should communicate directly to the employee in order to resolve concerns.
2. If a complainant is unable or unwilling to resolve the complaint directly with the employee, he/she may submit an oral or written complaint to the employee's immediate supervisor or the principal.
3. All complaints related to district personnel other than administrators shall be submitted in writing to the principal or immediate supervisor. If the complainant is unable to prepare the complaint in writing, administrative staff shall help him/her to do so. Complaints related to a principal or central office administrator shall be initially filed in writing with the Superintendent or designee. Complaints related to the Superintendent shall be initially filed in writing with the Board.
4. When a written complaint is received, the employee shall be notified within 10 days or in accordance with collective bargaining agreements.
5. A written complaint shall include:
 - a. The full name of each employee involved
 - b. A brief but specific summary of the complaint and the facts surrounding it
 - c. A specific description of any prior attempt to discuss the complaint with the employee and the failure to resolve the matter

All parties to a complaint, including the school administration, may be asked to attend a Board meeting or part of such a meeting, for the purpose of presenting all available evidence and allowing every opportunity for explaining and clarifying the issue.

Complaints concerning an employee shall be addressed in a closed session of the Board unless the employee requests that the issue be addressed in open session. The decision of the Board following the hearing shall be final.

UNIFORM COMPLAINT PROCEDURES BOARD POLICY 1312.3

- Step 1: File a written complaint or alleged noncompliance by the district or provide an opportunity for complaints and/or representatives to present relevant information.
- Step 2: Within 3 days of receiving complaint, compliance officer shall informally discuss the possibility of using mediation.
- Step 3: Within 5 days of receiving complaint, the officer shall meet with the complainant and/or their representative to repeat and investigate the complaint.
- Step 4: Within 30 days of filed complaint, the compliance officer shall prepare and send out a written report of the district's investigation and decision. The report shall include findings, rationale, right to appeal decision within 15 days to the California Department of Education, detailed statement of specific issues that were brought up during the investigation and the extent to which these issues were resolved.

If dissatisfied with the district's decision, the complainant may appeal in writing to the Department of Education within 15 days of receiving the District's decision.

WILLIAMS UNIFORM COMPLAINT PROCEDURES BOARD POLICY 1312.4

The district shall use the following procedures to investigate and resolve complaints when the complainant alleges that any of the following has occurred:

1. Instructional materials—student does not have standards-aligned texts, has poor quality text or does not have access to texts.
2. Teacher vacancy or misassignment
3. Facilities

A condition poses an emergency or urgent threat to the health or safety of students or staff.

A complaint alleging any condition(s) specified above shall be filed with the principal or designee. The principal or designee shall forward a complaint about problems beyond his/her authority to the Superintendent or designee within 10 working days.

The principal or designee shall make all reasonable efforts to investigate any problem within his/her authority. He/she shall remedy a valid complaint within a reasonable time period not to exceed 30 working days from the date the complaint was received.

Complaints may be filed anonymously. If the complainant has indicated on the complaint form that he/she would like a response to his/her complaint, the principal or designee shall report the resolution of the complaint to him/her within

45 working days of the initial filing of the complaint. At the same time, the principal or designee shall report the same information to the Superintendent or designee.

If a complainant is not satisfied with the resolution of the complaint, he/she may describe the complaint to the Board.