

CUSD PROBLEM RESOLUTION GUIDANCE CHART

Do You Have A Concern? We Are Here To Help

Any and all of the people listed below are interested in hearing your concerns or complaints about personnel, practices, policies or procedures. These employees are trained to listen to your concerns and can help you get a response.

DEPARTMENT HEAD/DIRECTOR:	Kevin Cookingham	TELEPHONE: 327-2800
STUDENT RELATIONS LIAISON:	Ricky Talley	TELEPHONE: 327-2822
LEARNING DIRECTOR/G.I.S. SR.:	Ed Schmalzel	TELEPHONE: 327-2853
AREA SUPERINTENDENT:	Steve France	TELEPHONE: 327-9000

COUNCIL ON OCCUPATIONAL EDUCATION

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ATLANTA, GA 30350

TELEPHONE: (770) 396-3898 FAX: (770) 396-3790 www.council.org

PROBLEM RESOLUTION PROCESS

If you have a question, concern or complaint about a CUSD employee / policy / practice / or procedure, we need to know about it. Discuss your concern(s) with the employee involved or the site principal listed above. If you are not satisfied, you may wish to submit your concern(s) in writing on Exhibit 9207(1), **Formal Complaint Form** in accordance with the District's formal resolution process.

FORMAL PROCESS

CUSD Board Policy No. 9207 establishes formal complaint procedures. If you wish to file a formal complaint, you may pick up a Formal Complaint Form (Exhibit No. 9207(1)) from the school site or department office, or from the District's Website - www.clovisusd.k12.ca.us. Any of the employees listed on this poster are trained to help you complete the Formal Complaint Form. When filing a Formal Complaint, please follow these simple guidelines:

- Feel comfortable in asking for assistance in completing the Formal Complaint Form.
- File your complaint in a timely manner.
- Please note there are important deadlines and procedures in the formal process, which may be found in Administrative Regulation No. 9207.
- Include in your complaint important information: who, what, where, when, how and why.
- Si necesita ayuda para leer esta carta o necesita mas informacion llame por favor a la escuela.
- Yog koj xa kom peb pab koj txog daim ntawv no thov hu tuaj rau peb.

Revised: 9.1.12

Contacts for Programs and Services Covered Under the Uniform Complaint Procedures

Program	Contact	Telephone Number
Adult Education	Adult Education	(559) 327-2800
Career/Technical Education	Career Education	(559) 327-9151
Child Development, including: Alternative Payment Exceptional Needs School General ASES Protective Services Resource and Referral Severely Handicapped Family State Preschool 21 st Century Grants	Child Development	(559) 327-9160
Consolidated Categorical Aid, including: Economic Impact Aid/State Compensatory Education (EIA/SCE) Economic Impact Aid/State Program for students of Limited English Proficiency (EIA/LEP) No Child Left Behind, Titles I-IV (NCLB) School Improvement Peer Assistance and Review (PAR) Private Schools Physical Education School Safety and Violence Prevention Act Migrant and Indian Education	Special Projects	(559) 327-9557
Nutrition Services	Special Projects	(559) 327-9557
Special Education	Campus Catering	(559) 327-9130
Facilities	Special Education	(559) 327-9400
Equal Opportunity, including: Discrimination Harassment Civil Rights Guarantees	Facility Services	(559) 327-9260
	Human Resources	(559) 327-9300