



**Orange Unified School District
1401 N. Handy Street
Orange, California 92867**

**Notice of Official Complaint
Information**

The **Notice of Official Complaint** (attached) is to be filed with the Deputy Superintendent of Educational Services when all efforts to resolve the complaint at the school site have failed. It is the desire of the Orange Unified School District that all complaints be resolved at the level of complaint. This form can be used when there is a complaint concerning District personnel, instructional materials, or violations of District, state, or federal laws or regulations governing educational programs (Uniform complaints – Board Policy 1312.3)

→ Use the form titled [Williams Uniform Complaint Form](#) for complaints concerning deficiencies related to instructional materials, conditions of facilities that are not maintained in a clean or safe manner or in good repair, and teacher vacancy or misassignment.

Timeline for Notice of Official Complaint

1. Incident occurs causing complaint.
2. As soon as possible after concern is raised, an attempt should be made to resolve the complaint at the site of the complaint.

In the event the above attempt proves unsuccessful, the Complainant should request a form entitled, “Notice of Official Complaint.” (Forms may be obtained from any school site.)

Completing and filing of this form with the Deputy Superintendent of Educational services initiates the following timeline:

1. The complaint is logged and dated. This date initiates the timeline.
2. The Deputy Superintendent will meet with administrative support staff.
3. If the complaint is regarding an issue at either a middle school or high school, the complaint is referred to the Executive Director of Secondary Education.
4. If the complaint is regarding an issue at an elementary school, the complaint is referred to the Executive Director of Elementary Education.
5. The Educational Services Department has sixty (60) days in which to investigate the complaint, attempt to resolve the complaint to the satisfaction of all parties concerned, and to distribute a written report of his/her findings.
6. In the event that the resolution contained in this report is not satisfactory to the Complainant, the Complainant has the right to request an appeal with the Deputy Superintendent of Educational Services, the Superintendent’s designee. In the event that the Complainant is not satisfied with the resolution, the Complainant has fifteen (15) days from the time of receipt of the report to appeal to the California Department of Education (CDE). When appealing to the CDE, the complainant must specify the basis for the appeal of the decision and whether the facts are incorrect and/or the law has been misapplied. The appeal shall be accompanied by a copy of the locally filed complaint and a copy of the District’s decision.