

**What if My Complaint is Not Dealt With?**

If you are concerned about how your complaint is being handled, you should contact the District Complaint/Compliance Officer at [complaints@musd.net](mailto:complaints@musd.net) or (209) 858-0742.

The Complaint/Compliance Officer is designated to receive, delegate, and investigate all complaints and to ensure compliance with all federal and state laws and regulations, as well as all Manteca Unified School Board policies.

**I'm Concerned About Retaliation For Making a Complaint.**

The Manteca Unified School Board and state and federal laws prohibit retaliation in any form for the filing of a complaint or participating in the complaint process.

Please contact the District Complaint/Compliance Officer if you believe that you are being retaliated against because of your complaint and/or your participation in the complaint process.

**District Mission Statement**

Through smart actions and decisions, MUSD will work together using meaningful, measurable and aligned data for all students to achieve mastery of grade level standards in all subjects based on their unique educational pathway in a safe environment inclusive of design, security and climate.

**Board of Education**

- Bob Wallace, President
- Eric Duncan, Vice President
- Kathy Howe, Clerk
- Marie Freitas, Trustee
- Karen Pearsall, Trustee
- Cathy Pope-Gotschall, Trustee
- Stephen J. Schluer, Trustee

**Administration**

- Dr. Clark Burke, Superintendent
- Roger Goatcher, Deputy Superintendent

Check out the MUSD website at [www.mantecausd.net](http://www.mantecausd.net)

**MANTECA UNIFIED  
SCHOOL DISTRICT**

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**COMPLAINT  
PROCEDURES**



Proud to be MUSD

# How to File a Complaint



## **General Information**

The Manteca Unified School Board recognizes that the District has the responsibility to ensure it complies with applicable state and federal laws and regulations governing complaints involving personnel and programs. Every complaint is taken seriously. In order to address all complaints in a fair, legal, and professional manner, individuals making complaints are asked to adhere to the procedures listed below.

## **Step 1: Informal Complaint Process**

Share your concerns directly with the person with whom you have the concern and/or his/her immediate supervisor. If your complaint is not resolved, go to the next step. If your complaint involves discrimination or harassment, you may skip the informal complaint process and contact either your school principal or the District Complaint/Compliance Officer at (209) 858-0742 or [complaints@musd.net](mailto:complaints@musd.net).

## **Step 2: Formal Complaint Process**

- ⇒ Put your complaint in writing.
- ⇒ Review the next section for the appropriate form.
- ⇒ Mail or email your complaint form to your school principal or to the Personnel Department at P.O. Box 32, Manteca, CA 95336 or [complaints@musd.net](mailto:complaints@musd.net).

## **Where Can I Get a Complaint Form?**

Complaint forms are available on the District website, [www.mantecausd.net](http://www.mantecausd.net), or by calling the District Complaint/Compliance Office at (209) 858-0742.

## **Which Form do I Use?**

### Uniform Complaint Procedures Form:

- Discrimination, harassment (including sexual harassment), intimidation, and/or bullying
- Federal or state laws governing educational programs have been violated
- Students were required to pay fees, deposits, or other charges for participating in educational programs or activities in violation of Education Code
- MUSD failed to comply with the requirements of the Local Control Accountability Plan (LCAP)

### MUSD Employees:

- Complaints Concerning Personnel Procedure Form

### Williams Alternative Uniform Complaint Policy:

- Lack of textbooks and/or instructional materials
- Teacher vacancy or misassignment
- Unsafe facilities or conditions

## **What Will Happen Once I File My Complaint?**

The contents of complaints made against District personnel will be shared with the employee(s) as required by District policy and law.

Complaints dealing with harassment, discrimination, intimidation, and/or bullying shall be investigated in a manner that protects the confidentiality of the parties and the facts. This includes keeping the identity of the complainant confidential except to the extent necessary to carry out the investigation as determined on a case-by-case basis.

Once you have submitted your complaint, it will be sent to the appropriate party in order to attempt resolution at the lowest possible level.

The employee responsible for investigating and responding to your complaint will do so in writing according to the appropriate Board Policy/Administrative Regulation.

## **What if I Am Not Satisfied With the Response to My Complaint?**

You may appeal the decision of the person responding to your complaint. The appeal process will be explained in the written response you receive.

