

## CLOVIS ADULT EDUCATION UNIFORM COMPLAINT PROCEDURES INFORMAL COMPLAINT PROCEDURES

**If you should have a concern or complaint about a CAE employee/policy/procedure/ or student, we need to know about it! We recommend that you take the following steps:**

1. If possible, try to discuss and settle your concerns with the individual. If your unsettled concern is with another student, notify your teacher immediately.
2. Any unresolved concerns or complaints should be taken to the designated department personnel listed below. An appointment will be scheduled within 5 working days. These employees are trained to listen to your concerns and can help you get a response. If the designated employee is not available, report your concerns to the appropriate department office.

<b>Department</b>	<b>Name</b>	<b>Room</b>	<b>Phone</b>
Nurse Education:	Gwen Ross-DON	(A-8)	327-2841
Office Manager:	Marie Lackey	Admin.	327-2871
Community Education:	Kelly Peterson	(G-1)	327-2858
Academics	Crystal Rodriguez	Admin.	327-2875
Department Chair	Lila Young	(F-1)	327-2844

3. If your concern should need further attention, the following school administrators will address your issue.

Ramon Esquivel	Job Placement	(559) 327-2822
Courtney McMahan	Learning Director	(559) 327-2872
Barbara Hansen	Guidance Learning Director	(559) 327-2861
4. The site lead Administrator will also be notified of your concerns.

Ed Schmalzel	Principal	(559).327-2870
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5. District complaint review will rest in Education Services Area Administrator:  
Clovis Unified School District: Steve France (327-9380)
6. Clovis Adult Education is accredited by both the Accrediting Commission for Schools, Western Association of Schools and Colleges (ACS WASC) and the Council on Occupational Education (COE). Should you have additional concerns or complaints regarding any CTE Programs you may direct them to: Council on Occupation Education, 7840 Roswell Road, Building 300, Suite 325, Atlanta, GA 30350, Telephone: 770-396-3898 / FAX: 770-396-3790, [www.council.org](http://www.council.org).

## FORMAL COMPLAINT PROCEDURES

**Individuals wishing to file a formal written complaint may pick up a form in any of the CAE department offices, or from the district website, [www.cusd.com](http://www.cusd.com). Any of the persons listed on this page can help you complete the complaint form. When filing a formal complaint, please follow these guidelines.**

1. A complaint is a written statement alleging discrimination, or a violation of Federal or State law within the programs listed in the CUSD Complaint Procedures pamphlet.
2. Submit your form in a timely manner. All deadlines and procedures are posted on the district website under Administrative Regulation No 9207
3. Include important information such as: who, what, where, when, how, and why. Also list any witnesses involved.