

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.

PRINCIPAL:		TELEPHONE:
STUDENT RELATIONS LIAISON:		TELEPHONE:
LEARNING DIRECTOR/G.I.S. SR.:		TELEPHONE:
ASSISTANT SUPERINTENDENT:		TELEPHONE: (559) 327-9000
SITE 504 COORDINATOR		TELEPHONE:
SPECIAL ED. DEPARTMENT CHAIR:		TELEPHONE:
CAMPUS CLUB/PRE-SCHOOL ADMINISTRATOR	Janet Samuelian	TELEPHONE: (559) 327-9166

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), 9208(3) or, 9211(1) Formal Complaint Form in accordance with the District's formal resolution process.

FORMAL PROCESS

CUSD Board Policies 9207, 9208, and 9211 establish formal complaint procedures. If you wish to file a formal complaint, you may obtain a Formal Complaint Form from the school site or District office, or download from the District's Website at www.clovisusd.com. Any of the employees listed on this poster are trained to help you complete a Formal Complaint Form. When filing a Formal Complaint, please follow these simple guidelines:

- 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, No. 9208 and No. 9211.
- 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 txoj daim ntauv no thov hu tuaj rau peb.**

REVISED June 2018

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) 327-0642
Child Development, including: <ul style="list-style-type: none"> • Youth Parent Program • State Preschool • Campus Club 	Child Development	(559) 327-9160
Consolidated Categorical Aid, including: <ul style="list-style-type: none"> • After School Education and Safety (ASES) • State Program for students of Limited English Proficiency (LEP) • Every Student Succeeds Act (ESSA) Title I-III, IV and VII • Private Schools and Equitable Services 	Supplemental Services	(559) 327-0648
Equal Opportunity, including: <ul style="list-style-type: none"> • Discrimination • Harassment • Civil Rights Guarantees 	Human Resources	(559) 327-9300
Local Control Accountability Plan (LCAP)	Assessment	(559) 327-0648
Migrant and Indian Education	Supplemental Services	(559) 327-9559
Nutrition Services	Campus Catering	(559) 327-9130
Special Education <ul style="list-style-type: none"> • Exceptional Needs School • Severely Handicapped Family 	Special Education	(559) 327-9400
Facilities	Facility Services	(559) 327-9260
Student Fees	School Leadership	(559) 327-9350