



Constituent Services

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What is Constituent Services?



Constituent Services is the updated title for what used to be “Compliance Services.”

What does Constituent mean? Constituent means being a part of a whole.

Constituent Services exists for just that reason-to provide assistance to our constituents-our parents, students, community, staff-anyone with a direct tie to SUSD.


Constituent Services seeks to ensure fairness and promote respect for all SUSD constituents.

Our goal is to provide support by providing a place to be heard, to express concerns, resolve disputes, manage conflicts and learn more productive ways of communicating.

Requests for assistance do not always come in the form of a complaint but we are here to help navigate our sometimes complicated District processes-the “who should I talk to” questions.





Constituent
con·stit·u·ent | \ kən-'stich-wənt



Stockton Unified School District encourages constituents to discuss concerns regarding policies, procedures, or the action/inaction of district employees with the Department/Supervisor/Principal most directly involved in the matter.

We ask for all respondents to be given the opportunity to resolve complaints before seeking out the assistance of Constituent Services. It is after all attempts have been made, If the issue is not resolved at that level, the constituent may bring the matter before the Constituent Services Director.



Process



When you have a concern: be sure to start with the school site.

- Make an appointment with school office.
- Allow two school days for the individual to contact you with a response.
- Put your request in writing.
- Allow the school site time to resolve the concern.
- If the concern has not been resolved at the site level, a complaint can be filed with Constituent Services.



Was the site given the opportunity to resolve the concern?



Filing a Written Complaint



All Constituents may file a complaint if needed.

- A fillable complaint form can be completed by following the link on the SUSD District website;
<https://forms.stocktonusd.net/Forms/considerationofcomplaint>
- Downloading a copy of the form from the District website
- By phone 209- 933-7000 ext 2106
- By visiting the District office at 56 South Lincoln Street

HR and Compliance

- > Bargaining Agreements
- > Employee Annual Notifications
- > General Inquiry Form
- > Uniform Complaint Form & Procedures
- > Williams Uniform Complaint Form & Procedures



What is a Uniform Complaint Procedure, also known as UCP?



Stockton Unified is guided by the California Department of Education, to address specific Federal and State programs that use categorical funds under the UCP process, complaints outside of the items below, will be treated under a general concern/complaint.

- Accommodations for Pregnant or Parenting Pupils (EC 46015)
- Adult Education (EC 8500-8538, 52334.7, 52500-52616.4)
- After School Education and Safety (EC 8482-8484.65)
- Agricultural Career Technical Education (EC 52300-52462) (Federal EC 51226-51226.1)
- Career Technical and Technical Education, Career Technical, Technical Training (state) (EC sections 52300-52462)
- Career Technical Education (federal) (EC sections 51226-51226.1)
- Child Care and Development (EC 8200-8493)
- Compensatory Education (EC 54400)
- Course Periods without Educational Content (EC 51228.1-51228.3)
- Education of Pupils in Foster Care, Pupils who are Homeless, Former Juvenile Court Pupils **Now Enrolled in SUSD,** Children of Military Families (EC 48645.7, 48853,48853.5, 49069.5,51225.1,51225.2)
- Every Student Succeeds Act (ESSA) (20USC, section 630 let seq., EC 52059)
- Local Control and Accountability Plans (LCAP) (EC 52075, GC17581.6(f))
- Migrant Education (EC 54440-54445)
- PE Instructional Minutes (EC 5120,51223)
- Pupil Fees (EC 49010-49011)
- Reasonable Accommodations for a Lactating Student (EC 222)
- Regional Occupational Centers and Programs (ROP) (EC 52300-52334.7)
- School Plans for Student Achievement (EC 64001)
- School Safety Plans (EC 3228,32289)
- School Site Councils (EC 65000)
- State Preschools (EC 8235-8239.1)



Williams Complaints



Education Code 35186 creates a procedure for the filing of complaints concerning deficiencies related to;

- Instructional materials
- Conditions of facilities that are not maintained in a clean or safe manner or in good repair
- Teacher vacancy or misassignment



The complaint and response are public documents as provided by law.
Complaints may be filed anonymously.
However, if you wish to receive a response to your complaint, you must provide contact information.

What Happens After a Complaint is Filed?



- Complaint is processed in our complaint tracking system.
- Complaint is then reviewed & assigned a case number, then assigned to an investigator.
- A letter of acknowledgement of complaint is emailed or mailed to Complainant.
- Complainants are protected from retaliation as stated in BP 1312.3.
- Complainant may be contacted to answer questions.
- Complainant is to understand confidentiality cannot be promised and possibility of potential disclosure of complaint.

Within 60 working days from the date of the receipt of complaint, you should receive a written response from the school district explaining what they found, their conclusions and the legal basis for it, what steps they plan to take, and your right to appeal.




File a complaint with your school district within 6 months of the incident.

Discrimination Complaints



The Governing Board desires to provide a safe school environment that allows all students equal access and opportunities in the district's academic and other educational support programs, services, and activities.

The Board prohibits, at any district school or school activity, unlawful discrimination, including discriminatory harassment, intimidation, and of any student based on the student's actual race, color, ancestry, national origin, ethnic group identification, age, religion, marital or parental status, physical or mental disability, sex, sexual orientation, gender, gender identity, or gender expression; the perception of one or more of such characteristics; or association with a person or group with one or more of these actual or perceived characteristics.



Complaints shall be filed no later than six months from the date the alleged discrimination, harassment, intimidation or bullying occurred, *or* six months from the date the complainant first obtained knowledge of the facts of the alleged discrimination, harassment, intimidation or bullying

Thank you for your time.
Questions?



**Value everyone's
contribution and treat
everyone with respect.**

Michelle Obama