



Irvine Unified School District  
**General Complaint Policy Checklist**  
(Reference: District Administrative Procedure 1312.1)

**STEP 1: Receipt of Complaint**

Date complaint received: \_\_\_\_\_ (within (15) business days of cause of action or awareness of cause of action?)

Yes     No Parent/Guardian was informed that complaint is untimely.

**STEP 2: Staff Member**

Date of scheduled Parent/Staff Member Meeting: \_\_\_\_\_ (within 10 business days of receiving complaint)

**RESOLUTION:**

Yes - Date Parent/Guardian completed Form 1312.1(a): \_\_\_\_\_

Date Staff Member Response received \_\_\_\_\_ (respond within 10 business days of the meeting)

**STEP 3: Applicable Site Level Administrator (if Principal, check here )**

If unresolved in Step 2, principal/designee to forward complaint to site-level administrator within 2 days of receipt of response.

Date of scheduled Parent/Site Level Administrator Meeting: \_\_\_\_\_ (within 10 business days of Staff Member response)

Parent/Guardian Participated

Parent/Guardian Refused

**RESOLUTION:**

Yes - Date Parent/Guardian completed Form 1312.1(a): \_\_\_\_\_

No - Date Site Level Administrator Response Received: \_\_\_\_\_ (within 10 business days of the meeting)

**STEP 4: Principal**

\_\_\_\_\_ Inapplicable because the appropriate Site Level Administrator was the Principal.

Date of scheduled Parent/Site Principal Meeting: \_\_\_\_\_ (within 10 business days of Site Level Administrator response)

Parent/Guardian Participated

Parent/Guardian Refused

**RESOLUTION:**

Yes - Date Parent/Guardian completed Form 1312.1(a): \_\_\_\_\_

No - Date Parent/Guardian was provided with form 1312.1(b) \_\_\_\_\_

Date Principal Response Received \_\_\_\_\_ (within 15 business days of the meeting)

**STEP 5: Superintendent or Designee (if Designee, check here \_\_\_\_\_)**

Date Appeal to Superintendent received: \_\_\_\_\_

Timely? (within 15 school days of Principal Response)

Yes

No, Parent/Guardian was informed Appeal is untimely.

Received complaint and all previous responses from site within 2 business days of receipt of Appeal.

Date of scheduled Parent/Superintendent/Designee meeting: \_\_\_\_\_ (within 15 business days of Appeal)

Parent/Guardian Participated

Parent/Guardian Refused

**RESOLUTION:**

Yes - Date Parent/Guardian completed Form 1312.1(a): \_\_\_\_\_

No

Date Superintendent's/Designee's Response sent to Site Principal and Parent/Guardian: \_\_\_\_\_ (within 60 business days of the Superintendent/Designee and Parent/Guardian meeting)