



NORTH COAST SCHOOL OF EDUCATION

GRIEVANCE AND APPEAL PROCESS AND PROCEDURES



It is the responsibility of the participant to complete program and/or state requirements and pass state- or program-required tests (i.e. CSET, edTPA, RICA, CalAPA, etc.). While course and fieldwork instructors and staff provide support, they are bound by specific ethical guidelines outlined by the state around such assessments, and do not replace the responsibility of and need for participants to read, review and adhere to official requirements and resources for taking state- or program-required tests.

Policy

If, at any time, a North Coast School of Education (NCSOE) participant questions program prerequisites and/or requirements, participation hours, grades, special needs provision, discrimination policy, program extension request rationale, satisfactory progress requirements, and/or denial of credential(s) issuance(s), NCSOE is committed to resolving issues in a timely and professional manner according to the procedures listed below.

Procedures

1. In general, it is the responsibility of the participants to inform the program (usually through their Regional Director, County Program Coordinator, District Coordinator, Instructor, or other program lead) of an issue. When appropriate, participants should contact the program/staff directly to discuss the issue and possible resolution together. In the rare circumstance where it is not appropriate for the complainant to speak with the source directly, the complainant should contact regional and/or program staff directly.
2. If, after such a discussion has taken place, when/if appropriate (i.e., in some cases a complainant may not be comfortable going directly to the source), and if a mutually-agreed-upon resolution did not occur, the participant submits a written concern to the program lead, outlining the issue and steps that have been taken up to this point to resolve the issue.
3. Upon receipt of a written complaint, the program lead secures confidential information from all parties. Efforts are made to maintain respect and dignity for all those involved and to collaboratively determine a resolution to the presented issue(s).
4. The program lead works with the Regional Leadership Team (including the Regional Director and Executive Director) and all parties as applicable to discuss, decide upon, and implement the resolution as recommended and monitor the situation. Appropriate information is shared as needed with those impacted.

As an organization working under the leadership of the Sonoma County Office of Education (SCOE), NCSOE also adheres to the posted [SCOE Uniform Complaint Form](#).