

DISTRICT AND COMMUNITY RESOURCES

Our Online Family Resource Center can connect you with services throughout Sacramento County.

www.sanjuan.edu/family

District Resources:

- ◆ Adult Education - (916) 971-7163
- ◆ Early Childhood Education - (916) 971-5988
- ◆ English Learner Support - (916) 971-5382
- ◆ San Juan Central (enrollment/transfers) - (916) 726-5826
- ◆ Special Education - (916) 971-7525
- ◆ Student Support Services - (916) 971-7220
- ◆ Tell Someone (Bullying Prev.) - (916) 979-8477
www.sanjuan.edu/safety
- ◆ White House Counseling Center - (916) 971-7640



FAMILY AND COMMUNITY ENGAGEMENT DEPARTMENT

3738 Walnut Avenue
Carmichael, CA 95608

Phone: 916-971-7929
Fax: 916-971-7924

www.sanjuan.edu/FACE



Family and Staff Guide to Problem Resolution



Family and Community Engagement
*Learning starts at home and continues
at school.*



CONFLICT IS AN OPPORTUNITY

Parents and guardians are their child's most important advocates. When you're upset, it's hard to see conflict as an opportunity. By working together to support your child, communication can improve.

We expect that staff and families maintain a positive attitude when working together. Keeping the conversation focused on supporting your student will help find common ground.

STEPS TO RESOLVING CONCERNS

In order to promote fair and constructive communication and resolve issues as soon as possible, the process below is used for problem resolution:

1. Gather as many facts as you can about what happened. Suggested questions are:
 - What happened? (get the details - time, place, who did /said what)
 - Did you talk to the teacher /principal about this? What did they do?
 - What did you do to try to resolve the problem?
 - What do you think needs to happen to make things right?
2. Meet directly with the person that you're upset with to share your concerns. Your child may be a part of this conversation depending on their age and the issue. Express your concern respectfully and listen to their perspective. The majority of concerns can be resolved at this level.
3. If the issue is not resolved at this meeting, reach out to school site administration for their assistance. Administrators will need time to investigate your concern depending on the issue.

Email is the best way to reach staff. Staff email addresses can be found on each school or department's website or by calling the school/department. If you need translation, let staff know. We will use the Language Line or bilingual support staff to facilitate.

NEED ADDITIONAL ASSISTANCE?

Issue still not resolved? Contact the Family and Community Engagement Department (FACE) at (916) 971-7929 or email us at: problemresolution@sanjuan.edu.

FACE staff will ask you questions about the situation and will work with you, school staff and/or district administration to address the issue and support your child.

UNIFORM COMPLAINT PROCESS (UCP)

Allegations of discrimination, harassment, bullying or charging of pupil fees can be investigated through the Uniform Complaint Process. This process is handled through our Legal Services Department and is described on our website at www.sanjuan.edu/UCP. You can contact Legal Services at (916) 971-7110.

Complaints against employees are investigated according to Board Policy 1312.1. All district policies can be found at www.sanjuan.edu/boardpolicies