

Constituent Services

FACT SHEET

What is the Constituent Services Office?

In April 2007, the Board of Education established the Constituent Services Office (CSO). The CSO facilitates, coordinates, and expedites services to resolve issues that constituents raise through oral or written complaints, requests for information, or requests for services as outlined within Board Policies and Administrative Regulations.

What is the purpose?

The Constituent Services Office responds to constituent problems, issues, complaints, and questions escalated to the Board of Education level for resolution in an effective and efficient method. This centralized approach helps to make systemic improvements.

Who is a constituent?

Constituents are members of the Fresno Unified School District who are represented by the elected Board of Education or who receive educational services from the school district. Constituents include students, parents, guardians, employees, and members of the community.

What is the process?

Students, parents, and guardians are encouraged to provide the school principal an opportunity to address their concerns prior to contacting the Constituent Services Office.

Employees are encouraged to follow established protocol in requests for information, complaints, and suggestions as outlined in their labor agreements prior to contacting the Constituent Services Office for assistance.

Who can I contact for more information?

Any of the following confidential staff can be contacted:

- Ivan Flores, Ombudsperson
- Xee D. Yang, Manager III
- Teresa Plascencia, Executive Director

At-a-Glance

The Constituent Services Office responds to the following concerns and requests from parents, guardians, employees, and community members:

- Public Records Act Request
- Personnel Complaints
- Request for Information/Service
- Other Concerns
- Special Education
- Williams Act Complaints
- Uniform Complaint Procedures
- Title IX

Fresno Unified School District serves more than 73,000 students at 106 schools.

www.fresnounified.org

CONTACT INFORMATION:

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