

Public Complaint Procedure

It is the intent of the district to provide an orderly and effective means for public complaints to be communicated and addressed. Citizens are encouraged to communicate directly with members of individual school staffs and with district level personnel on matters pertaining to the operation of the schools as the best way to resolve complaints. General complaints, questions or concerns about the district can be directed to the superintendent or to an individual school office if the matter concerns a particular school.

To ensure prompt attention to complaints and fair treatment to involved parties, the district's complaint procedure shall be used. Every effort is expected to be made to resolve a complaint initially with the person who is directly involved in the matter resulting in the complaint. In certain circumstances, it may be necessary to contact the building administrator directly. He/She shall advise the individual of the appropriate next step to best resolve the complaint.

Initiating a Complaint: Step One

Any member of the public who wishes to express a complaint should discuss the matter with the school employee involved (teacher, counselor, assistant principal, secretary, etc.). It is the intent of the district to solve problems and address all complaints as close as possible to their origination.

The Building Administrator: Step Two

If unable to resolve a problem or concern at step one then the complainant should work with the building principal to resolve the complaint or concern.

The Superintendent: Step Three

If such a discussion at the building level does not resolve the complaint or if such discussion is not practical under the circumstances, the complainant, if he or she wishes to pursue the action, shall file a **signed, written complaint** with the superintendent **clearly stating the nature of the complaint and a suggested remedy**. (A form is available, but not required.)

The superintendent shall investigate the complaint, confer with the complainant and the parties involved and prepare a written response of his/her findings and his/her conclusion. The superintendent's written response will be provided to the complainant, generally within seven working days, or as early as practicable.

The Board: Step Four

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision to the Board who shall review the findings and conclusion of the superintendent, to hear the complainant and consider such other information as it deems appropriate. Generally all parties involved, including the school administration, will be asked to attend such

meeting for the purposes of presenting additional facts, making further explanations and clarifying the issues.

The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon Revised Statute and the employee has not requested the matter be discussed in open session.

Complaint Form

Date: _____

Name of person against who the complaint is made: _____

Name of person or persons registering complaint: _____

Please state explicitly the nature and extent of the complaint, including the name of the employee against who the complaint is made:

State the steps taken by you so far in regard to this complaint:

How would you like to see this complaint resolved (what is your suggested remedy)?:

Signed: _____

(Complainant)

Signed: _____

(Administrator)

(This form to be filed in the superintendent's office within five days of the signing of this form.)