

Public Complaint Procedure

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 Administrator: Step Two

If the complainant is unable to resolve a problem or concern at step one, within [five] working days of the meeting with the employee, the complainant may file a written, signed complaint with the principal. The principal shall evaluate the complaint and render a decision within [five] working days after receiving the complaint.

The Superintendent: Step Three

If Step 2 does not resolve the complaint within 10 working days of the meeting with the principal, 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 is not required).

The superintendent shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his/her findings and his/her conclusion. (Approximately one week in most cases will be required.)

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. The Board may hold a hearing to review the findings and conclusion of the superintendent, to hear the complaint and to take any other evidence 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 Statutes.

The complainant shall be informed of the Board's decision within 20 working days from the hearing of the appeal by the Board. The Board's decision will be final.¹

The complaint procedure set out above will not be longer than 90 days from the filing date of the original complaint with the principal.

Complaints against the principal may be filed with the superintendent. Complaints against the superintendent should be referred to the Board chair. The Board may refer the investigation to a third party.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair and may be referred to district counsel. Complaints against the Board chair may be made directly to the Board vice chair. The Board Vice-Chair may refer the investigation to a third party.

If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule that the State Superintendent of Public Instruction has appeal responsibilities, and is not resolved at the Board level, the district will supply the complainant with appropriate information in order to file a direct appeal to the State Superintendent as outlined in Oregon Administrative Rule (OAR) 581-022-1940.

**CENTRAL SCHOOL DISTRICT
COMPLAINT FORM**

To: _____ Date: _____

Complainant: _____

Address: _____

Telephone Number: _____

Email: _____

Preferred Communication: _____

Nature of Complaint:

Suggested Correction:

Use Back of Page or Additional Pages, if needed.

Office Use: Disposition of Complaint: _____ Date: _____

Signature: _____