

## **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 charter school employee involved (teacher, secretary, etc.) It is the intent of the public charter school to solve problems and address all complaints as close as possible to their origin.

### **The Director: Step Two:**

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

The director 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 Three**

If the complainant is dissatisfied with the director's findings and conclusion, the complainant may appeal the decision to the charter school Board. The Board may hold a hearing to review the findings and conclusion of the director, to hear the complainant and to take such other evidence as it deems appropriate. Generally all parties involved 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.

**Baker Web Academy Charter School**

**COMPLAINT FORM**

Person Making Complaint \_\_\_\_\_

Phone Number \_\_\_\_\_ Date \_\_\_\_\_

Nature of Complaint \_\_\_\_\_

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Suggested Correction \_\_\_\_\_

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Office Use: Disposition of Complaint: \_\_\_\_\_

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_