

Title I Complaint Resolution

The following procedures are to be used for the resolution of complaints concerning Title I made to the district by parent advisory councils, parents, teachers or other concerned organizations or individuals.

A complaint is defined as a contention by a parent advisory council(s), parents, teachers or other concerned organizations or individuals applicable to the provisions of Title I in connection with programs under this federal law.

Procedure

1. Time Limits

It is desirable to process complaints as rapidly as possible. The time limits shall be considered as maximum. The term “days” shall mean working school days.

2. Level One - Project Director

Upon written request for a discussion of the alleged violation, the project director will arrange for a meeting within five days with the complainant(s). The purpose of this meeting is for clarification, explanation or resolution. The project director will prepare a written report of this meeting to be kept on file to be delivered to the superintendent in step two if resolution is not reached at level one.

3. Level Two- Superintendent:

- a. The complainant(s) prepares a written statement of the situation(s) which he/she believes to be in violation of his/her evidence within five days of the date of his/her meeting with the project director in step one;
- b. The project director presents a written report of the step one meeting;
- c. Within five days of receipt of the complainant’s statement, the superintendent will arrange a meeting with the party(ies) involved. Failure to attend this meeting or to arrange for a change of date shall constitute a dropping of the complaint. The purpose of this meeting is the presentation of evidence and the opportunity for each party to question the other party. The superintendent will within five days of this meeting for collection of evidence and hearing questions, respond in writing to both the complainant and the project director of the decision in the matter(s) in the request and the remedies, if any, to be implemented.

4. Level Three - Board:

- a. If the project director or the complainant does not feel the matter has been resolved at level two, a written request stating the violation, the superintendent’s decision and the basis for

remaining charges of violation or disagreement must be presented to the chair of the Board within five days of the issuance of the superintendent's letter of decision. The Board chair will notify all parties involved of the date on which the Board will review the written evidence from level one and level two, hear and question witnesses. This meeting is to be within 30 days of receipt of the request for Board review. Failure to attend this meeting with the Board or to request in writing a change of meeting date with valid reasons listed shall constitute a dropping of the complaint. Both the Board and complainant may be represented by counsel. Counsel expenses for the complainant shall be borne by the complainant. The Board and/or its counsel will review the written evidence, hear counsel, shall be able to present evidence, call witnesses and question witnesses;

- b. Within five days of the Board hearing, the Board will inform the complainant in writing of its decision and of his/her right to appeal this final resolution to the Title I office at the Oregon Department of Education. This appeal must be made within 30 days of the date of the Board hearing report;
- c. A copy of the Board's final resolution will be made available to the school and district parent advisory councils to be read at their next scheduled meeting.

5. Level Four - Oregon Department of Education

Upon receipt of notification by the Title I Department of the Oregon Department of Education of the complainant's request for a hearing at that level, the district may furnish that agency with copies of all reports, testimony, decisions and resolutions. Expenses incurred by the complainant shall be borne by the complainant in his/her appeal to the Oregon Department of Education.