

Clackamas Education Service District

Code: **KL**
Adopted: 3/12/96
Readopted: 5/20/09; 2/18/15; 4/19/17
Orig. Code(s): 1140

Complaint Resolution

Students/parents/patrons/staff are encouraged to make their concerns known to CESD and to afford CESD an opportunity to review those concerns and respond to them.

Students/parents/patrons/staff with complaints about staff members, programs, or services are directed to first approach the CESD employee involved with the situation. If the complaint cannot be resolved at this level, the complainant should approach the supervisor of the employee to resolve the problem. If unresolved, the person may file a formal complaint with the superintendent. If the person's complaint is not resolved with the superintendent, he/she may request that the matter be referred to the Board. Complaints about Board policy or administrative regulations should be referred directly to the Superintendent.

An opportunity for appeal to the Board will be provided when the complainant is not satisfied with prior efforts to settle an issue. All such appeals must be submitted to CESD's office in writing within 30 calendar days after receipt of the superintendent's decision. If an appeal is not submitted within 30 days, the superintendent's decision will be final. If the Board deems it advisable, it may provide for a hearing of the complaint at an official meeting of the Board.

The decision of the Board will be final, except for possible appeal to appropriate courts or state agencies as provided by law.

When a complaint is made directly to the Board or to an individual Board member, it will generally be referred to the superintendent for study and possible solution.

The superintendent or designee shall develop administrative regulations and necessary forms to implement this policy.

The superintendent shall develop administrative regulations designed to encourage the timely resolution of public complaints while providing a system of review which will allow both the complainant and other affected parties an opportunity to be heard.

END OF POLICY

Legal Reference(s):

[ORS 192.610 to -192.690](#)
[ORS 334.125\(7\)](#)

[OAR 581-022-1940](#)
[OAR 581-022-1941](#)

House Bill (HB) 3371 (2015)

Anderson v. Central Point Sch. Dist., 746 F.2d 505 (9th Cir. 1984).
Connick v. Myers, 461 U.S. 138 (1983).

Cross Reference(s):

IIA - Instructional Resources/Instructional Materials