

Coos Bay School District 9

Code: **KL**
Adopted: 7/12/99
Readopted: 2/27/12; 11/14/16; 5/08/17
Orig. Code(s): KL

Complaint Procedure for School Patrons

Whenever a written or oral complaint by a school patron is made to administration, to the Board as a whole, or to an individual Board member, the following process shall be followed to resolve complaints as quickly and fairly as possible and to provide a process for the complainant that is uniform in all schools in the district.

Administrative regulation (AR) - KL/GBM-AR(1) outlines the detailed process. Administrative regulation (AR) - KL/GBM-AR(2) is the Complaint form. If you have any questions regarding the district's complaint policy, please contact the superintendent's office at 541-267-1310.

The Board advises the public that the proper channeling of complaints begins at the level where the issue occurred. For example, if you have an issue regarding a homework assignment, speak with the teacher first. If you are not satisfied with the results, address the issue with their direct supervisor to reach a resolution. If you are still not satisfied, proceed to the next level.

If the complaint is against a licensed member, the collective bargaining agreement will be followed.

Begin the complaint process at the level which it occurred. If you are unsure, complaints will be directed to the appropriate level when they are received.

1. Teacher or other employee;
2. Administrator or supervisor;
3. Superintendent;
4. Board.

The following Board Policies contain information and special processes for specific areas of complaint:

Type of Complaint	Board Policies	Administrative Regulations
Public Complaints	KL	KL/GBM-AR(1) and AR(2)
Curriculum/Instructional Resources & Materials	IIA	KL/GBM-AR(1) and AR(2)
Talented and Gifted Program	IGBHE, IGBB, IGBBA, IGBBC	IGBHE-AR, IGBBA-AR
Compliance with State Educational Standards	LGA	LGA-AR(1) and LGA-AR(2)

Harassment (e.g., sexual, hazing, bullying, menacing, intimidation, cyberbullying, teen dating violence, domestic violence)	GBN/JBA, JBA/GBN, GBNA, JFCF, JHFF	GBN/JBA-AR, JBA/GBN-AR, GBNA-AR; JFCF-AR; JHFF-AR
Complaints by Staff	GBM	GBM/KL-AR(1) and AR(2);
Equal Educational Opportunity	JB	AC-AR
Homeless Enrollment Disputes	JECBD	McKinney-Vento Act Dispute Resolution available online
Nondiscrimination	AC	AC-AR
Disability	ACA	ACA-AR(1) and ACA-AR(2)

The Complaint Form (administrative regulation (AR) - KL/GBM-AR(2)) may be used for filing your complaint. Copies are also available at the school offices and on Coos Bay School District's Policy website: <http://policy.osba.org/coosbay/index.asp>

END OF POLICY

Legal Reference(s):

[ORS 192.610 to -192.690](#)
[ORS 332.107](#)

[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 - Textbook Selection and Adoption