

## Complaint Procedure

### Complaint is regarding an employee who is not an administrator:

1. Meet with employee

In an effort to resolve the issue at the level where it occurs, the complainant meets with the employee to discuss the issue and resolve it.

2. Meet with employee's administrator or supervisor

If the complainant is not satisfied with the results of his/her meeting with the employee, he/she must refer the complaint to the administrator or supervisor who shall arrange a meeting with the employee and the complainant within five working days. Each may be represented at this meeting, and at all ensuing meetings. The administrator or supervisor shall keep a written record. Upon hearing both parties in the complaint, the administrator or supervisor shall, within a period of five working days, render a written decision to both parties. If the complaint is against a licensed member, the collective bargaining agreement will be followed. See Article 10 of the agreement.

If the complaint, whether written or oral, involves an employee and the nature of the complaint could have an effect on that employee's evaluation, the administrator or supervisor must first advise the employee of the nature of the complaint and shall arrange a meeting whereby the complainant and the employee may resolve the problem. This meeting is to be arranged within five working days following the date the complaint was initially registered with the administrator or supervisor. Upon hearing both parties in the complaint, the administrator or supervisor shall, within a period of five working days, render a written decision to both parties.

3. Submit complaint in writing to the superintendent

If the complainant is not satisfied with the administrator or supervisor's decision, within 10 working days of receiving the decision, the complainant may refer the complaint, in writing, to the superintendent.

The superintendent may appoint an investigating officer or team to review all facts in the complaint, including testimony from both parties to the complaint and other individuals as deemed appropriate to the complaint.

The investigator or team's written findings shall be submitted to the superintendent within 10 working days of their appointment.

If the superintendent chooses not to appoint an investigator or team, he/she shall hear both parties to the complaint and shall render a written decision within 10 working days following receipt of the written complaint.

4. Request a Board hearing

If the complainant is not satisfied with the superintendent's decision, within 10 working days of receiving the superintendent's decision, he/she may submit a written request for a hearing before the Board, through the School Board secretary.

**Complaint is regarding an administrator or supervisor:**

1. Meet with administrator or supervisor

In an effort to resolve the issue at the level where it occurs, the complainant must meet with the administrator or supervisor to register his/her complaint. Each may be represented at this meeting, and at all ensuing meetings. The administrator or supervisor shall keep a written record of the complaint and the meeting. Upon hearing the complaint, the administrator or supervisor shall, within a period of five working days, render a written decision to the complainant.

2. Submit complaint in writing to the superintendent

If the complainant is not satisfied with the decision, within 10 working days of receiving the administrator's or supervisor's decision, the complainant may refer the complaint, in writing, to the superintendent.

The superintendent may appoint an investigating officer or team to review all facts in the complaint, including testimony from both parties to the complaint and other individuals as deemed appropriate to the complaint.

The investigator or team's written findings shall be submitted to the superintendent within 10 working days of their appointment.

If the superintendent chooses not to appoint an investigator or team, he/she shall hear both parties to the complaint and shall render a written decision within 10 working days following receipt of the written complaint.

If the investigation by the superintendent is going to take longer than 10 working days for good cause, the complainant will be notified within 10 working days of the superintendent receiving the complaint.

3. Request a Board hearing

If the complainant is not satisfied with the superintendent's decision, within 10 working days of receiving the superintendent's decision, he/she may submit a written request for a hearing before the Board, through the School Board Secretary.

**Complaint is regarding the superintendent:**

1. Meet with the superintendent

In an effort to resolve the issue at the level where it occurs, the complainant must meet with the superintendent to register his/her complaint. Each may be represented at this meeting, and at all ensuing meetings. The superintendent shall keep a written record of the complaint and the meeting. Upon hearing the complaint, the superintendent shall, within a period of 10 working days, render a written response to the complainant.

2. Request a Board hearing

If the complainant is not satisfied with the superintendent's response, within 10 working days of receiving the superintendent's response, he/she may request a hearing before the Board, through the Board Chair. The Board may refer the investigation to a third party.

If a complaint alleges a violation of state standards and is not resolved at the local level, then the district will supply the complainant with appropriate information in order to file a direct appeal to the State Superintendent of Public Instruction as outlined in Oregon Administrative Rules (OAR) 581-022-1940.