

Corvallis School District 509J

Code: KL-AR(1)
Revised/Reviewed: 8/23/10; 3/10/14; 9/22/14; 2/02/15;
12/05/16; 5/10/18

Public Complaint Procedure

- Step 1: Any member of the public, parent or guardian, or student who wishes to express a concern should discuss the matter with the school employee involved.
- Step 2: If the individual is unable to resolve a problem or concern with the employee, the individual may formally present a complaint to the building administrator (school level) or district department director (if applicable). The complaint must be submitted in writing (including all supporting statements and evidence), clearly stating the nature of the complaint and a suggested remedy. The building administrator or district department director shall evaluate the complaint and render a written decision within 10 school days after receiving the appeal. A request for a direct meeting with the investigating administrator/department director may be included in the complaint.
- Step 3: If the complainant is dissatisfied with the decision reached by the building administrator or district department director, they may, within 10 working days from the date of the building administrator's or district department director's written decision, file a written complaint with the superintendent/designee through the assistant superintendent's office. The superintendent/designee shall evaluate the complaint and render a written decision within 10 working days after receiving the appeal. A request for a direct meeting with the superintendent/designee may be included in the complaint.
- Step 4: If the complainant is dissatisfied with the decision of the superintendent/designee, they may within 10 working days from the date of the superintendent/designee's written decision, file a written, signed complaint with the Board of Directors in care of the superintendent and request a review by the Board. The Board may hold a hearing to review the findings and conclusion of the superintendent/designee, to hear the complaint, and to take, hear, and evaluate any other evidence as it deems appropriate. All parties involved, including the school administration, may be asked to attend such a hearing for the purposes of making further explanations and clarifying the issues.

The complainant shall be informed in writing of the Board's decision within 20 working days from the hearing of the appeal by the Board. The Board's decision will address each allegation in the complaint and contain reasons for the district's decision. The Board's decision will be final.

The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon law. If the Board chooses not to hear the complaint, the superintendent/designee's decision is final.

The final decision for a complaint processed under this administrative regulation that alleges a violation of OAR Chapter 581, Division 22 (Standards), ORS 339.285 to 339.303 or OAR 581-021-0550 to 581-021-0570 (Restraint and Seclusion), or ORS 659.852 (Retaliation), will be issued in writing. The final decision will address each allegation in the complaint and contain reasons for the district's decision. If the complainant is a student, parent or guardian of a student attending school in the district or a person that resides in the district, and this complaint is not resolved through the complaint process, the complainant may have appeal rights with the Deputy Superintendent of Public Instruction as outlined in Oregon Administrative Rule (OAR) 581-002-0040.

If the complaint alleges discrimination pursuant to ORS 659.850 (Discrimination) and the complaint is not resolved at the local level through the Board's administrative regulation AC-AR-Discrimination Complaint Procedure, the complaint may meet the criteria to file an appeal with the Deputy Superintendent of Public Instruction as outlined in OAR 581-021-0049.

Complaints against a building administrator may be filed with the superintendent/designee. The superintendent/designee will attempt to resolve the complaint. If the complaint remains unresolved within 10 working days of receipt by the superintendent/designee, the complainant may request to place the complaint on the Board agenda at the next regularly scheduled or special Board meeting.

Complaints against the superintendent should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide, within 20 working days, in open session what action, if any, is warranted.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide, within 20 working days, in open session what action, if any, is warranted.

Complaints against the Board chair may be made directly to the Board vice chair on behalf of the Board. The Board vice chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide, within 20 working days, in open session what action, if any, is warranted.

The number of days given at each level shall be regarded as a maximum and every effort will be made to expedite the process, unless extenuating circumstances require the superintendent to extend the length of an investigation. The complaint procedure set out above will not be longer than 90 days from the filing date of the original complaint with a building administrator or district department director (if applicable).¹

¹ The timelines may be extended upon written agreement between both parties. This also applies to complaints filed against the superintendent or any Board member.

Complaint Form

Formal complaints and requests for School Board appeals must be submitted through this completed form. You may attach a letter or additional documents when submitting the complaint.

If filing a complaint at the district department director or superintendent level, or if filing an appeal to the School Board, please submit this completed form and any supporting documentation to: Assistant Superintendent, Corvallis School District 509J, 1555 SW 35th Street, Corvallis, OR 97333. For more information about the complaint process, please call the assistant superintendent's office at 541-766-4857. Attach additional sheets to this form, if necessary.

Name of employee/official/program to which this form applies: _____

Nature of complaint: _____

Whom should we talk to and what evidence should we consider? _____

Requested solution/resolution/outcome: _____

Print name here

Telephone

Signed Date

Address

For School Use

I have read but do not necessarily agree:

Employee

Date

Immediate Supervisor Date