

Public Complaint Procedure

The following procedure will be used for all complaints:

1. Any member of the public, parent, or student who wishes to express a complaint should discuss the matter with the school employee involved.
2. If the complaint is not resolved, the complainant may formally present his/her complaint to the building administrator (school level) or district department director. The complaint must be submitted in writing (including all supporting statements and evidence) within 10 school days of the informal conference. 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.
3. If the complainant is dissatisfied with the decision reached by the building administrator or district department director, he/she 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 or his/her designee through the assistant superintendent's office. The superintendent or his/her 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/assistant superintendent may be included in the complaint.
4. If the complainant is dissatisfied with the decision of the superintendent, he or she 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. Generally, all parties involved, including the school administration, will be asked to attend such meeting for the purposes of making further explanations and clarifying the issues.

Time

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 the investigation.

Withdrawal

A complaint may be withdrawn by the complainant at any level or at any time without prejudice or reprisal.

Meetings

At each of the three lower levels of administrative review (school employee, administrator/ department director, or superintendent), the decision-maker may schedule a meeting with the complainant to receive oral commentary in order to clarify the written submissions. A request for a direct meeting with the investigating administrator/department director or superintendent/assistant superintendent may be included in the complaint at the appropriate level.

Decisions

All decisions at each level shall be in writing and include supporting rationale with the exception of the initial informal contact. Copies of all decisions and recommendations shall be furnished promptly to all parties of interest.

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 _____

Who 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