

Creswell School District 40

Code: **KL**
Adopted: 5/11/88
Revised/Readopted: 1/13/99, 9/12/01
Orig. Code(s): 7730

Public Complaints

The district will have a process for resolving complaints involving district employees or district programs.

The district believes that the best method for resolving complaints is to begin with the person closest to the origin of the situation and proceed through logical line and staff authority. A district form, entitled "Appendix D - Complaint Form" (KL-AR, Instructions for Filing a Complaint) is to be used to assist those who wish to file a written complaint regarding a district employee, a district policy or practice, district facilities and/or district curriculum.

The complaint process is:

1. Level One - Informal Discussion: Problems should first be discussed with the responsible district staff member.
2. Level Two - Written Notification: If a satisfactory solution/agreement is not found at Level One, the complainant must complete the appropriate portion of the complaint form. A written response will be made within five days.
3. Appeals levels: If the response at Level Two is not acceptable to the complainant, he/she may appeal to the next appropriate level. Depending on the circumstance(s), the appeal may proceed to an immediate supervisor and/or the superintendent. If the superintendent's response is not acceptable, the complainant may appeal to Level Five, district Board.

Upon receipt of a complaint at Level Five, the Creswell Board chair will schedule a hearing for the next regularly scheduled meeting or at a special meeting at the mutual discretion of the chair and complainant. Hearing protocols are the discretion of the chair.

END OF POLICY

Legal Reference(s):

[ORS 192.610 - 192.690](#)

[ORS 332.107](#)

[OAR 581-022-1940](#)

Anderson v. Central Point School District No. 6, 554 F. Supp. 600 (D. Oregon 1982); aff'd in part, 746 F.2d 505 (9th Cir. 1984).

Connick v. Myers, 461 U.S. 138 (1983).