

## Instructions for Filing a Complaint

Creswell schools believes that the best method for resolving complaints is to begin with the person closest to the origin of the situation and to proceed through logical line and staff authority. The attached form is intended to assist those who wish to file a complaint.

Depending on the specifics of your complaint (the ‘target’ of your complaint) you may enter the complaint process at various levels. If appropriate, however, you should start at the lowest level (Level One) and proceed through the process only as far as you feel is necessary. Note: The form itself includes important details about required timelines for both responses and appeals.

**Level One - Informal Discussion: The first step toward resolution is to schedule an informal meeting with the person most directly responsible for your dissatisfaction. If this meeting makes you uncomfortable, you may proceed to Level Two.**

This verbal complaint will be addressed by this individual.

**Level Two - Written Notification: Provide in writing the following:**

- Your name, address, phone number and date you are submitting complaint;
- Your concerns and the facts as you know them;
- The remedy you are requesting.

This written complaint will be addressed by the immediate supervisor of the individual(s) named above.

**Level Three - Written appeal directed to the next level of supervisory authority. You are asked to provide the following:**

- A statement regarding your dissatisfaction with the response you received at the prior level;
- The remedy you are requesting.

This written appeal will be addressed in writing by the supervisor it was directed to or the appropriate supervisor (as determined by the district).

**Level Four - Written appeal directed to the superintendent. You are asked to provide the following:**

- A statement regarding your dissatisfaction with the response you received at the prior level;
- The remedy you are requesting.

This written appeal will be addressed in writing by the superintendent.

**Level Five - Written appeal directed to the Board. You are asked to provide the following:**

- A statement regarding your dissatisfaction with the response you received at the prior level;
- The remedy you are requesting.

This written appeal will be dealt with according to the process outlined on the form itself.

## Appendix D - Complaint Form

Creswell Schools believe that the best method for resolving complaints is to begin with a person closest to the origin of the situation and to proceed through logical line and staff authority. This form is intended to assist those who wish to file a complaint regarding a district employee, a district policy or practice, district facilities and/or district curriculum.

### Level One - Informal Discussion

The first step toward resolution is to schedule an informal meeting with the person most directly responsible for the action you wish to complain. Most complaints can be resolved at this meeting. If meeting with the person makes you uncomfortable, you may proceed to Level Two. If you did have a meeting, please note the date here: \_\_\_\_\_.

### Level Two - Written Notification

If you feel that your concern needs further attention or you are unsatisfied with the outcome at Level one, provide the following information. You may attach the information in a different format but include all the information requested here.

A.

Your Name: \_\_\_\_\_ Date Submitted: \_\_\_\_\_  
Your Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Please state your concern and facts as you know them.

Please state the remedy you are requesting.

Your Signature: \_\_\_\_\_

B.

Immediate Supervisor or District Responder Name: \_\_\_\_\_

Date Received: \_\_\_\_\_

Decision of Responder (committed to writing within five days):

Responder Signature: \_\_\_\_\_ Date Response Returned: \_\_\_\_\_

C.

Date of Receipt from Responder: \_\_\_\_\_

If the complaint is resolved with the written response, the matter is considered closed. If the complaint is not resolved, proceed to Level Three.

### **Level Three - Immediate Supervisor**

Level Three is processed by the responder's immediate supervisor. The immediate supervisor may be the athletic director, a building administrator or other mid-level district administrator or the superintendent. If Level Two's responder was the superintendent, proceed to Level Five and if the Level Two responder was a mid-level administrator, go to Level Four.

A.

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Immediate Supervisor: \_\_\_\_\_

Statement regarding dissatisfaction at Level Two:

Restate remedy:

Date submitted to immediate supervisor (must be within 10 days, Level Two C.): \_\_\_\_\_

Your Signature: \_\_\_\_\_

B.

Written decision of immediate supervisor (within five days of receipt)

Supervisor's Signature: \_\_\_\_\_ Date Returned: \_\_\_\_\_

C.

Date of Receipt from Supervisor: \_\_\_\_\_

If complaint is resolved with supervisor's decision, the matter is considered closed. If the complaint is not resolved, proceed to Level Four.

### **Level Four - District Superintendent (Level Four is received by the superintendent)**

A.

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Superintendent: \_\_\_\_\_

Statement regarding dissatisfaction at Level Three:

Remedy requested:

Date submitted to superintendent (must be within 10 days, Level Four C.): \_\_\_\_\_

Your Signature: \_\_\_\_\_

B.

Superintendent's written response (within five days):

Superintendent's Signature: \_\_\_\_\_ Date Returned: \_\_\_\_\_

C.

Date of Receipt from Superintendent: \_\_\_\_\_

If complaint is resolved with the superintendent's response, the matter is considered closed. If the complaint is not resolved, the matter may be forwarded to the Board.

**Level Five - Board**

If a complaint is not resolved by the superintendent, it may be forwarded to the Board. The Board will schedule the matter for a hearing at its next regular Board meeting or at another date as directed by Board chair.

A.

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_

Statement regarding dissatisfaction with superintendent's decision:

Remedy requested:

Date Received by Board: \_\_\_\_\_ Date Set for Hearing: \_\_\_\_\_

Decision of Board:

Date of Decision: \_\_\_\_\_ Date Decision Forwarded: \_\_\_\_\_

Board Chair Signature: \_\_\_\_\_