

# Dallas School District 2

Code: **KL-2**  
Adopted: 8/26/02  
Readopted: 1/22/07

## Complaints from District Patrons

School Board members recognize that complaints about schools will be voiced by patrons from time-to-time. When such complaints are made to a School Board member, he/she shall refer the person making the complaint to the appropriate administrator.

If the person making the complaint does discuss the matter with the appropriate administrator, that administrator shall attempt to resolve the complaint or identify the reasons for not resolving the issue. A School Board member shall not attempt to consider such complaints in any official capacity acting as an individual School Board member.

An individual properly presenting a concern or complaint shall be assured the opportunity for an orderly review of the concern or complaint without reprisal. The district supports the resolution of a complaint at the lowest level possible.

In the event a complaint is not resolved at the building level, the person may file a formal, written complaint with the Superintendent. The Superintendent will attempt to resolve the complaint. If unresolved, the patron may request to present the complaint at the next regularly scheduled School Board meeting or executive session. Any written complaint bearing the signature of a District patron, which is presented to the School Board, shall be considered by it as a corporate body. The School Board's determination of the facts and its decision shall be final.

Complaints in these areas must be filed under the following Board policies

1. Harassment: GBN/JBA, GBN/JBA-AR, GBNA/JFCF; GBNA/JFCF-AR, JFCF/GBNA, JFCF/GBNA-AR;
2. Instructional Resources/Instructional Materials: IIA, IIA-AR;
3. Compliance with Standards: LGA;
4. Expulsion/Suspension/Discipline of Students: JGA; JGD; JGD-AR; JGE; JGE-AR; JGDA/JGEA; JGDA/JGEA-AR;
5. Athletics: Athletic Handbook.

Any written complaint regarding a teacher and/or the instructional environment of the classroom shall be subject to the collective bargaining agreement between the Mid-Valley Bargaining Council and the District, Article 17.

## END OF POLICY

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### 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).