

Douglas Education Service District

Code: **KL**
Adopted: 12/09/10
Readopted: 6/11/15; 3/10/06
Orig. Code(s): 12100

Public Complaints

A parent or community member with a grievance or complaint about ESD personnel, instruction, discipline or services will be referred through the proper administrative channels for investigation before any action may be taken by the Board; exceptions are complaints that concern Board actions or Board operations.

Any complaint about ESD personnel will be processed in compliance with State law and any applicable collective bargaining agreements. While patrons may offer objective criticism of operations and programs at Board meetings, the Board will not hear complaints concerning ESD personnel in open session, unless the employee requests a public session to hear the matter.

Parents or patrons with a grievance or complaint will be asked to reduce their concerns to writing and submit a written complaint to the superintendent. The superintendent may assist any parent or patron with the preparation of the written complaint as appropriate to the circumstances. The superintendent will attempt to resolve the complaint. In the event a complaint is not resolved within 10 working days of filing the complaint with the superintendent, the complainant may request to place the complaint on the Board agenda at the next regularly scheduled or special Board meeting. Any written complaint bearing the signature of an ESD patron, which is presented to the Board, may be considered by the entire Board. A final decision shall be made by the Board within 20 working days from receipt of the complaint. The written decision of the Board will include the legal basis for the decision, findings of facts and conclusions of law.

If the complaint is against the superintendent, the parent or patron should be directed to deliver their written concerns to the Board chair. The Board chair may undertake an investigation into the matter and keep the complainant apprised of his/her progress. If appropriate, the complainant shall be informed of the outcome of the investigation and corrective action.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair and may be referred to ESD counsel. Complaints against the Board chair may be made directly to the Board chair.

Complaints made directly to the Board as a whole or to an individual Board member shall be referred to the superintendent for investigation and resolution.

Anonymous complaints may be rejected or investigated at the discretion of the superintendent and handled as circumstances dictate.

END OF POLICY

Legal Reference(s):

[ORS 192.610 to -192.690](#)
[ORS 334.125\(7\)](#)

[OAR 581-022-1940](#)
[OAR 581-022-1941](#)

House Bill (HB) 3371 (2015)

Anderson v. Central Point Sch. Dist., 746 F.2d 505 (9th Cir. 1984).
Connick v. Myers, 461 U.S. 138 (1983).

Cross Reference(s):

IIA - Instructional Resources/Instructional Materials