

Helix School District 1

Code: **KL**
Adopted: 1/8/97
Readopted: 4/13/11

Public Complaints *

Members of the public are encouraged to make their concerns known to the District and to afford the District an opportunity to review those concerns and respond to them.

Complaints about instructional materials, staff members or alleged violation of state standards should be dealt with first at the local school. Persons having complaints should approach the superintendent/principal and, if possible, resolve the problems at this level. Complaints about Board policy or administrative regulations should be referred directly to the superintendent/principal.

When a complaint is made directly to the Board or to an individual Board member, it will be referred to the superintendent/principal for study and possible solution.

If the person(s) having a complaint fails to resolve their concern with the superintendent/principal they may request that the matter be referred to the Board. If the Board deems it advisable it may provide for a hearing of the complaint at an official meeting of the Board.

The superintendent/principal shall develop regulations designed to encourage the timely resolution of public complaints while providing a system of review which will allow both the complainant and the district an opportunity to be heard.

Any complaint that alleges a violation of state standards shall be made in written form and filed with the superintendent/principal. The superintendent/principal shall, within 45 days from the date of the complaint, resolve the complaint or schedule a Board hearing and review of the issue. If the Board fails to resolve the complaint, the complainant may direct an appeal to the State Superintendent of Public Instruction using procedures listed in OAR 581-22-805.

END OF POLICY

Legal Reference(s):

[ORS 192.610 - 192.690](#)
[ORS 332.107](#)

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

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