

Helix School District 1R

Code: **KLA**
Adopted: 1/8/97
Orig. Code(s): None

Public Complaints about School Personnel

The Helix School Board encourages citizens to communicate directly with members of individual school staff and with District level personnel on matters pertaining to the operation of the school. General comments, questions or concerns about the district can be directed to the superintendent/principal if the matter concerns a particular school. Both commendations and criticisms are welcomed by the Board and should serve to keep communications open between the schools and the citizens of the community.

When commendations are received by the administration concerning specific schools or employees, the commendation will be shared appropriately with staff, i.e., personal contact, note, media release, etc. When complaints about the District employees are received, the Board believes that they should be handled fairly; and with concern for the rights of the people involved. Every effort should be made to resolve a complaint initially with the person who is directly involved in the matter resulting in the complaint. To ensure prompt attention to complaints and fair treatment to involved parties, the district's complaint process shall be used. The superintendent/principal is responsible for informing the public about this complaint procedure.

END OF POLICY

Legal Reference(s):

[ORS 332.107](#)