

## **Public Appeals and Complaints about Alleged Violations of Standards**

The Board recognizes a need to implement a procedure for the prompt resolution of complaints alleging violations of standards as outlined by the Oregon Department of Education (ODE).

Standards include all those areas as outlined in the Standards for Public Schools provided by the ODE.

Any complainant who resides in the district or any parent of students attending school in the district qualifies to participate in the procedure described below:

1. All complaints to school personnel shall be reported immediately to the principal involved, whether these come by telephone, letter or by personal conference;
2. The principal shall encourage the complainant to discuss the nature of the alleged classroom violation and the complainant shall be given the opportunity to talk to the instructor involved;
3. If the complainant wishes to pursue the matter further, he/she shall be supplied with a printed form, Request for Investigation of a Standard (Exhibit A), which must be filled out and submitted to the district's curriculum director in charge of standards before formal consideration shall be given to the complaint;
4. The standard which is the subject of the complaint shall not be altered pending final action by the Board;
5. The superintendent will arrange for a review committee to include, but not be limited to, the superintendent or designee, an administrator, a Board member, a lay person, the appropriate content area specialist, coordinator or director:
  - a. The lay person and Board member shall be appointed by the Board chair;
  - b. The committee shall meet as soon as possible and return a written report of its findings to the superintendent within three weeks of its appointment;
  - c. The committee may recommend that the matter be determined to be:
    - (1) In total compliance;
    - (2) In partial compliance (specification shall be stated for total compliance);
    - (3) In noncompliance.
  - d. The superintendent shall immediately report the recommendation of the review committee to the Board, whose decision shall be final;
  - e. The decision of the Board shall be transmitted to the committee members and to the complainant.

