



## **Public Complaints**

Members of the public, parents, staff and students are encouraged to make their concerns known to the public charter school and to afford the public charter school an opportunity to review those concerns and respond to them. Complaints about instructional materials, staff members, alleged violation of state standards or retaliation against a student or a student's parent who in good faith reported information that the student believes is evidence of violation of state and federal law, rule or regulation, should approach the executive director and, if possible, resolve the problems at this level.

Complaints about Board policy or administrative regulations should be referred directly to the executive director.

Complaints about the executive director should be reported to the Board chair on behalf of the Board.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair on behalf of the Board.

Complaints against the Board chair may be made directly to Board vice chair on behalf of the Board.

If the person(s) having a complaint fails to resolve the concern with the executive director, the person 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.

When a complaint is made directly to the Board or to an individual Board member, it will generally be referred to the executive director for evaluation and possible investigation. A Board member shall not attempt to consider such complaints in any official capacity acting as an individual Board member.

The executive director shall develop administrative regulations designed to encourage the timely resolution of public complaints while providing a system of review which will allow both the complainant and other affected parties an opportunity to be heard.

If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule for which State Superintendent of Public Instruction has appeal responsibilities, and the complaint is not resolved at the local level, then the public charter school will supply the complainant with appropriate information to file a direct appeal to the State Superintendent as outlined in Oregon Administrative Rule (OAR) 581-022-1940.

END OF POLICY

**Legal Reference(s):**

[ORS 192.610 to -192.690](#)  
[ORS 338.115 \(2\)](#)

[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).