

## 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<sup>1</sup> described below:

1. All complaints received by school personnel shall be reported immediately to the principal;
2. Within five days of receipt of the complaint, the principal shall encourage the complainant to discuss the nature of the alleged standard violation and the complainant shall be given the opportunity to talk to the instructor involved;
3. If after the conference with the instructor involved the complainant wishes to pursue the matter further, he/she may request and shall be supplied with a printed form, Request for Investigation of a Standard (Exhibit A), which must be filled out and submitted by the complainant within five days of the conference with the involved instructor, to the principal. The written complaint received will be forwarded, within five days of receipt, to the superintendent. The standard, which is the subject of the complaint, shall not be altered pending final action by the Board;
4. Upon receipt of the complaint by the superintendent, and within five days of receipt of the complaint, the superintendent may arrange for a review committee to include, but not be limited to:
  - a. The superintendent or designee;
  - b. An administrator, chosen by the superintendent;
  - c. A Board member, appointed by the Board chair;
  - d. A lay person, appointed by the Board chair; and
  - e. The appropriate content area specialist, coordinator or director.
5. The committee shall meet as soon as reasonably possible and return a written report of its findings to the superintendent within three weeks of its appointment.

The committee may recommend that the matter be determined to be:

- a. In total compliance;
- b. In partial compliance (specification shall be stated for total compliance);
- c. In noncompliance.

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<sup>1</sup>The total timeline for the procedures used to process the complaint, will not be longer than 90 days from receipt of the initial filing of the written complaint.

6. The superintendent shall immediately report the recommendation of the review committee to the Board at the next regularly scheduled board meeting. Following review of the committee's recommendation the Board will make a decision. The Board's decision shall be final. The decision of the Board shall be transmitted to the committee members and to the complainant within 20 days of the final decision, in writing, that clearly establishes the legal basis for the decision, findings of fact and conclusions of the law.
7. The district's final decision may be appealed to the State Superintendent of Public Instruction.

**EXHIBIT A**

**REQUEST FOR INVESTIGATION OF A STANDARD**

Date: \_\_\_\_\_

Request Initiated By: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Resident of: \_\_\_\_\_ (Print name of school district)

To: Lake County School District  
1341 S 1st St, Lakeview, Oregon, 97630-1632  
(541) 947-3347 | FAX (541) 947-3386

Person Making Request Represents:  Self  Group

Name of Group: \_\_\_\_\_

1. What is the standard?
  
  
  
  
  
  
  
  
  
  
2. What is the alleged violation?
  
  
  
  
  
  
  
  
  
  
3. What is the recommendation(s) to rectify the alleged violation?

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Received by superintendent on \_\_\_\_\_  
Date