

Lane Education Service District Policy

Code: **JFH**
Adopted: 7/10/01

Student Complaints

The Board recognizes the necessity for Lane ESD to develop and maintain an orderly procedure for resolving student complaints. The superintendent or designee shall involve staff and students in establishing procedures which fairly and quickly resolve student complaints. Procedures established should allow for:

1. Informal conferences between the parties concerned;
2. Written appeal to the program administrator for a hearing when step one does not resolve the problem;
3. Written appeal to the superintendent or designee, requesting a hearing when step two does not resolve the problem;
4. Written appeal to the Board, requesting a hearing when step three does not solve the problem;
5. The Board may hold a hearing related to the complaint.

It is the purpose of appeals and hearings to provide access to appropriate ESD officials when an informal conference cannot resolve the problem. It is not the purpose of appeals and hearings to provide a forum through which nonrelated issues are conveyed. It is recommended that as many student problems as possible be handled through informal conferences.

Lane ESD staff working in component school districts, their parents, guardians or persons in parental relationship shall comply with component district policies and procedures.

END OF POLICY

Legal Reference(s):

[ORS 334.125 \(7\)](#)