

Lane Education Service District Policy

Code: **KL**
Adopted: 12/7/93
Revised/Readopted: 2/26/02
Orig. Code(s): KL/KLC/KLD

Public Complaints

Members of the public and students are encouraged to make their concerns known to Lane ESD and to afford the ESD an opportunity to review those concerns and respond to them.

Complaints about instructional materials, staff members, programs or services should first be referred to the ESD employee involved. Persons having complaints should approach the appropriate staff member or administrator and, if possible, resolve the problem at this level. If unresolved, the person(s) may file a formal complaint with the superintendent. Complaints about Board policy or administrative rules should be referred directly to the superintendent.

When a complaint is made directly to the Board or to an individual Board member, it will be referred to the superintendent for study and possible solution.

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

The superintendent shall develop administrative rules 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.

END OF POLICY

Legal Reference(s):

[ORS 192.610 - 192.690](#)

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

Anderson v. Central Point School District No. 6, 554 F. Supp. 600 (D. Oregon 1982); aff'd in part, 746 F.2d 505 (9th Cir. 1984).

Connick v. Myers, 461 U.S. 138 (1983).