

Lane Education Service District Administrative Rule

Code: **KL-AR**
Adopted: 1/12/94
Revised/Readopted: 2/26/02
Orig. Code(s): KL/KLC/KLD

Public Complaint Procedure

Initiating a Complaint: Step One

Any member of the public who wishes to express a complaint should discuss the matter with the employee involved (teacher, secretary, etc.) It is the intent of Lane ESD to solve problems and address all complaints as close as possible to their origin.

The Administrator: Step Two

If unable to resolve a problem or concern at step one then the complainant should work with the supervising administrator to resolve the complaint or concern.

The Superintendent: Step Three

If such a discussion does not resolve the complaint or if such discussion is not practical under the circumstances, the complainant, if he/she wishes to pursue the action, shall file a signed, written complaint with the superintendent clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is not required.)

The superintendent shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his/her findings and his/her conclusion in a timely manner.

The Board: Step Four

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision to the Board. The Board shall hold a hearing to review the findings and conclusion of the superintendent, to hear the complainant and to take such other evidence as it deems appropriate. Generally all parties involved, including the administration, will be asked to attend such meeting for the purposes of presenting additional facts, making further explanations and clarifying the issues.

The Board may hold the hearing in executive session in accordance with law.

**Suggestion, Complaint or Commendation Regarding an
Employee, Program or Service**

Lane ESD is interested in suggestions, complaints and commendations involving employees, programs and services. When a complaint is registered, we are interested in investigating the incident to see if there has been a misunderstanding or if some corrective action should be taken. Commendations are of value to the ESD because they improve morale and encourage district employees to take pride in their work and do more than is ordinarily expected of them.

We welcome comments and request you fill in the information requested below.

Name

Date of Suggestion, Complaint or
Commendation

Address

Telephone

Nature of Suggestion, Complaint or Commendation: _____

Source of your information: _____

Remedy sought: _____

Program Supervisor/Administrator

Date