

## Public Complaints

The district will develop and implement effective means of resolving concerns voiced by employees, students and the public in order to reduce potential areas of complaints, and to establish and maintain recognized channels of communication.

An individual properly presenting a concern or complaint shall be assured the opportunity for an orderly review of the concern or complaint without reprisal. The district supports the resolution of a complaint at the lowest level possible.

The Board advises the public that the proper process for resolving complaints is as follows:

1. Teacher/Employee;
2. Principal;
3. Superintendent;
4. Board.

If your complaint addresses one or more of the issues identified below, you may use the complaint process available in any of the following policies and administrative regulations (AR):

1. Discrimination or harassment on any basis protected by law: Board policy AC, AC-AR;
2. Sexual harassment: Board policy GBN/JBA, GBN/JBA-AR;
3. Hazing, harassment, intimidation, bullying, menacing, cyberbullying (staff): Board policy GBNA, GBNA-AR;
4. Hazing, harassment, intimidation, bullying, menacing, cyberbullying, teen dating violence or domestic violence (student): Board policy JFCF, JFCF-AR;
5. Instructional resources or instructional materials: IIA, IIA-AR;
6. Compliance with state standards: LGA, LGA-AR.

Any complaint about school personnel other than the superintendent will be investigated by the administration before consideration and action by the Board. The Board will not hear complaints against employees in a session open to the public unless an employee requests an open session.

A complaint of retaliation against a student or a student's parent who in good faith reported information that the student believes is evidence of a violation of state and federal law, rule or regulation, should be reported to the administrator.

Complaints against the principal may be filed with the superintendent.

Complaints against the superintendent should be referred 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 the Board vice chair on behalf of the Board, and may be referred to district counsel.

The superintendent will develop and administer the general complaint process.

If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule for which the State Superintendent of Public Instruction has appeal responsibilities, and the complaint is not resolved at the local level, the district 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

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**Legal Reference(s):**

[ORS 192.610](#) to -192.690  
[ORS 332.107](#)

[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).

**Cross Reference(s):**

JFCFA/GBNAA - Cyberbullying  
IIA - Instructional Resources/Instructional Materials