

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.

Any complainant who resides in the ESD service area qualifies to participate in the procedure described below:

1. All complaints related to violation of state standards made to personnel shall be reported immediately to the immediate supervisor, whether these come by telephone, letter or by personal conference;
2. The supervisor shall contact the complainant to discuss the nature of the alleged standards violation;
3. If the complainant wishes to pursue the matter further, he/she shall be supplied with a printed form, Request for Investigation of a Standard (Exhibit A), which must be filled out and submitted to the superintendent before formal consideration shall be given to the complaint;
4. The standard which is the subject of the complaint shall not be altered pending final action by the Board;
5. The superintendent will notify the Board chair of the complaint and arrange for a review committee of five consisting of the superintendent, an administrator, a Board member, a lay person and the appropriate content area specialist:
 - a. The lay person and Board member shall be appointed by the Board chair;
 - b. The committee shall meet as soon as possible and return a written report of its findings to the superintendent within three weeks of its appointment;
 - c. The committee may recommend that the matter be determined to be:
 - (1) In total compliance;
 - (2) In partial compliance (specification shall be stated for total compliance);
 - (3) In noncompliance.
 - d. The superintendent shall immediately report the recommendation of the review committee to the Board, whose decision shall be final;
 - e. The decision of the Board shall be transmitted to the appropriate professional personnel and to the complainant.

Standards include all those areas as outlined in the Standards for Education Service Districts provided by the Oregon Department of Education.

EXHIBIT A

REQUEST FOR INVESTIGATION OF A STANDARD

Date: _____

Request initiated by: _____

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?

Date

Signature

Received by superintendent on _____

Date