

Public Complaint Procedure

Step One

Any member of the public who wishes to express a concern should discuss the matter with the school employee involved. The employee shall respond within five working days; provided, however, that in the event more than five working days are reasonably required, in the employee's discretion, in order for the employee to respond fully, the employee shall notify the member of the public within five working days that additional time is required and that a response will be provided as soon as reasonably practicable under the circumstances.

The Administrator or Designee: Step Two

If the individual is unable to resolve a problem or concern with the employee, the individual may file a written, signed complaint with the administrator or designee, clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is not required.) The administrator or designee shall evaluate the complaint and render a decision within 10 working days after receiving the complaint; provided, however, that in the event more than ten working days are reasonably required, in the administrator/designee's discretion, in order for the administrator/designee to fully evaluate the complaint and render a decision, the administrator/designee shall notify the complainant within ten working days after receipt of the complaint that additional time is required and that a decision will be provided as soon as reasonably practicable under the circumstances.

The Superintendent: Step Three

If Step Two does not resolve the complaint, within 10 working days after receiving the administrator/designee's decision, the complainant, if he/she wishes to pursue the action, shall file a signed, written request with the superintendent or designee requesting a review of the complaint and the administrator/designee's decision.

The superintendent or designee shall investigate the complaint, including but not limited to the original complaint itself, the administrator/designee's decision and any available documentation from Step Two, confer with the complainant and the parties involved and prepare a report of his/her findings and conclusion and provide the report in writing or in an electronic form to the complainant within 30 working days after receiving the request for review; provided, however, that in the event more than thirty working days are reasonably required, in the superintendent/designee's discretion, in order for the superintendent/designee to fully investigate the complaint and render a report of his/her findings and conclusions, the superintendent/designee shall notify the complainant within thirty working days after receipt of the request for review that additional time is required and that the findings and conclusions will be provided as soon as reasonably practicable under the circumstances.

The Board: Step Four

If the complainant is dissatisfied with the superintendent's or designee's findings and conclusion, the complainant may appeal the decision to the Board within 10 working days of receiving the superintendent's written findings and conclusions. The Board may, in its discretion, hold a hearing to review the findings and conclusion of the superintendent, to hear the complaint and to hear and evaluate any other evidence as it deems appropriate. All parties involved, including the school administration, may be asked to attend such hearing for the purposes of making further explanations and clarifying the issues.

If the Board chooses not to hear the complaint, the superintendent's decision is final.

The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon law.

If the Board chooses to hear the complaint, the complainant shall be informed in writing or in electronic form of the Board's decision within 20 working days from date of the hearing of the appeal by the Board. The Board's decision will address each allegation in the complaint and contain reasons for the district's decision. The Board's decision will be final.

Unless extended by written agreement of the complainant and the superintendent, the complaint procedure set out above will not be longer than 90 days from the filing date of the original complaint with the administrator or designee under Step Two to the issuance of the superintendent/designee's written findings and conclusions under Step Three.¹²

The final decision for a complaint processed under this administrative regulation that alleges a violation of OAR Chapter 581, Division 22 (Standards), ORS 339.285 to 339.383 or OAR 581-021-0550 to 581-021-0570 (Restraint and Seclusion) or ORS 659.852 (Retaliation), will be issued in writing or electronic form. The final decision will address each allegation in the complaint and contain reasons for the district's decision. If the complainant is a student, parent or guardian of a student attending school in the district or a person that resides in the district, and this is not resolved through the complaint process, the complainant may have appeal rights with the Deputy Superintendent of Public Instruction as outlined in Oregon Administrative Rule (OAR) 581-002-0040.

If the complaint alleges discrimination pursuant to ORS 659.850 (Discrimination) and the complaint is not resolved at the local level through the Board's administrative regulation AC-AR - Discrimination Complaint Procedure, the complaint may meet the criteria to file an appeal with the Deputy Superintendent of Public Instruction as outlined in OAR 581-021-0049.

In the event of concerns involving a principal that are not resolved at Step One, the person may proceed directly to filing a complaint with the Superintendent at Step Three.

¹The timelines may be extended upon written agreement between both parties.

²This also applies to complaints filed against the superintendent or any Board member.

Complaints against the superintendent should be referred to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide, within 20 working days, in open session what action, if any, is warranted.

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. The Board chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide, within 20 working days, in open session what action, if any, is warranted.

Complaints against the Board chair may be made directly to the Board vice chair on behalf of the Board. The Board vice chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide, within 20 working days, in open session what action, if any, is warranted.

Medford School District

COMPLAINT FORM

TO: District Office _____ (Name of School)

Person Making Complaint _____

Telephone Number _____ Date _____

Nature of Complaint _____

Who should we talk to and what evidence should we consider? _____

Suggested solution/resolution/outcome: _____

Signature of Complainant: _____ Date: _____

Office Use: Disposition of Complaint: _____
Signature: _____ Date: _____

cc: District Office