

# Multnomah Education Service District

Code: **JFH-AR**  
Adopted: 10/12/94

## Student Complaints

### I. Definitions

- A. Grievance - A "grievance" is a real or imaginary wrong regarded as cause for complaint.
- B. Complaint - A "complaint" is an expressed grievance of dissatisfaction based upon the interpretation, application or violation of state or federal laws or MESD policies.
- C. Complainant - A "complainant" is the person or persons making a complaint.
- D. Aggrieved Person -An "aggrieved person" is the person or persons making a complaint.

### II. Procedure

- A. Informal Step One - An aggrieved person, as defined above, shall discuss it as a complaint with the Superintendent or designee, with the objective of resolving the matter informally. The building administrator or supervisor shall have five (5) school days in which to respond to the complaint.
- B. Step Two: Superintendent - If the aggrieved person is not satisfied with the disposition of his/her complaint at Step One, he/she may file the complaint in writing with the Superintendent within ten (10) days after the decision at Step One has been given. The written complaint shall specify:
  - 1. The specific law or policy regarded in dissatisfaction;
  - 2. The law or policy title and number and sections thereof alleged to have been violated;
  - 3. Give the specific remedy sought.

The Superintendent shall have ten (10) school days to deliver the complaint to the Board for review and action by the Board.

- C. Step Three: Board -The Board shall have twenty (20) school days in which to make a written response to the complaint at which time it is hoped a solution will have been produced.

- D. Step Four: Unresolved Complaints -Complaints which are unresolved at the local MESD level and also deal with state standards may be referred to the Oregon Department of Education. The complainant may appeal to the Department of Education through authority of OAR 581-22-805 which gives directions for registering complaints and appeals with the department.

The number of days indicated at each step of the first three basic steps listed below should be considered at a maximum and every effort should be made to expedite the process. The time limits specified may, however, be extended by mutual agreement. When a complaint is submitted on or after May 1 the time limits shall be compressed proportionately relative to the remaining calendar days in the school term so that the complaint may be resolved before the close of the school term or as soon as possible thereafter.

It is the purpose of appeals and hearings to provide access to appropriate MESD officials when an informal conference cannot resolve the problem. It is not the purpose of appeals and hearings to provide a forum through which non-related issues are conveyed. It is recommended that as many student problems as possible be handled through informal conferences.