

Multnomah Education Service District

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

Public Complaint Procedure

The following procedure will be followed for all complaints:

1. A student or parent with a complaint shall first present it orally and informally to his/her teacher or the appropriate school employee;
2. If the complaint is not resolved, the complainant may present a formal claim in writing (including all supporting statements and evidence) within 10 working days of the informal conference to the building administrator. The building administrator shall evaluate the evidence and render a decision within 5 working days after receiving the appeal;
3. If the complainant deems it desirable to carry the complaint beyond the decision reached by the building administrator, he/she may, within 5 working days, file the complaint with the Superintendent or his/her designee. The Superintendent or his/her designee shall evaluate the evidence and render a decision within 5 working days after receiving the appeal;
4. If the complainant deems it desirable to carry the complaint beyond the decision reached by the Superintendent or his/her designee, he/she may within 5 working days request a review by the Board at its next regularly scheduled meeting. A final determination shall be made within 20 working days from receipt of the appeal by the Board;
5. Persons may, after exhausting local complaint procedures, appeal in writing to the Superintendent of public instruction.

Time

The number of days given at each level shall be regarded as a maximum and every effort will be made to expedite the process. However, the time limits stated may be extended by mutual agreement of the complainant and the administration.

Withdrawal

A complaint may be withdrawn by the complainant at any level without prejudice, reprisal or record.

Hearings and Decisions

At each of the levels the complainant shall be given the opportunity to be present and to be heard. All decisions at each level shall be in writing and include supporting rationale with the exception of the initial informal contact. Copies of all decisions and recommendations shall be furnished promptly to all parties of interest.

