

# Morrow County School District

Code: **KL**  
Adopted: 7/10/95  
Readopted: 5/12/03  
Orig. Code(s): 3901; 8700

## Patron Complaints

Constructive criticism of the school by patrons of the district is welcome, through whatever medium, when it is motivated by a sincere desire to improve the quality of the educational program and to equip the schools of this district to perform their task more effectively.

Whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it shall be referred to the school administration for study and possible solutions. The individual employee involved shall be advised of the nature of the complaint and shall be given every opportunity for explanation, comment and presentation of the facts as he/she sees them.

The superintendent will develop Resolution Procedures for Patron Concerns, Inquiries or Complaints which will be available for all employees and patrons who contend that they have been subject to a violation, misinterpretation or inappropriate application of district policies and/or administrative regulations. The purpose of these procedures is to provide an orderly process for the consideration and resolution of problems related to the interpretation of district policies and regulations.

The complaint procedure will not be available to resolve disputes and disagreements related to provisions of the collective bargaining agreement. Disputes concerning the dismissal, contract non-extension or non-renewal of any employee will not be grieved under this procedure.

All possible efforts will be made to resolve complaints informally prior to proceeding with this formal action.

END OF POLICY

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### Legal Reference(s):

[ORS 192.610 - 192.690](#)

[ORS 332.107](#)

[OAR 581-022-1940](#)

Anderson v. Central Point School District No. 6, 554 F. Supp. 600 (D. Oregon 1982); aff'd in part, 746 F.2d 505 (9th Cir. 1984).

Connick v. Myers, 461 U.S. 138 (1983).