

## 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 (ODE). Standards include all those areas as outlined in the Standards for Public Schools provided by the ODE.

Any complainant who resides in the district or any parent of students attending school in the district qualifies to participate in the procedure<sup>1</sup> described below:

1. All complaints received by school personnel shall be reported immediately to the principal;
2. Within 10 days of receipt of the complaint, the principal shall encourage the complainant to discuss the nature of the alleged standard violation and the complainant shall be given the opportunity to talk to the instructor involved;
3. If after the conference with the instructor involved the complainant wishes to pursue the matter further, he/she may request and shall be supplied with a printed form, Request for Investigation of a Standard (Exhibit A), which must be filled out and submitted by the complainant within 10 days of the conference with the involved instructor, to the district superintendent. The written complaint received will be forwarded, within 10 days of receipt, to the superintendent. The standard which is the subject of the complaint shall not be altered pending final action by the Board;
4. Upon receipt of the complaint by the superintendent, and within 10 days of receipt of the complaint, the superintendent shall investigate the complaint and make a recommendation to the Board.
5. The Board shall review the superintendent's recommendation at the Board's next regularly scheduled board meeting. Following review of the superintendent's recommendation by the Board, the Board shall make a decision. The Board's decision shall be final. The decision of the Board shall be transmitted to the superintendent and to the complainant within 20 days of the final decision, in writing, that clearly establishes the legal basis for the decision, findings of fact and conclusions of the law.

The district's final decision may be appealed to the State Superintendent of Public Instruction.

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<sup>1</sup>The total timeline for the procedures used to process the complaint, will not be longer than 90 days from receipt of the initial filing of the written complaint.

