

## Public Complaints

Members of the public, parents, staff and students are encouraged to make their concerns known to the public charter school and to afford the public charter school an opportunity to review those concerns and respond to them. Complaints about instructional materials, staff members, alleged violation of state standards or retaliation against a student or a student's parent who in good faith reported information that the student believes is evidence of violation of state and federal law, rule or regulation, should approach the administrator and, if possible, resolve the problems at this level.

The complainant must follow the complaint procedure as outlined in administrative regulation KL-AR - Public Complaint Procedure.

Complaints about Board policy or administrative regulations should be referred directly to the administrator.

Complaints about the administrator may start at step 2 and should be reported to the Board chair on behalf of the Board.

Complaints against the Board as a whole or against an individual Board member may start at step 2 and should be made to the Board chair on behalf of the Board.

Complaints against the Board chair may start at step 2 and should be made directly to Board vice chair on behalf of the Board.

If the person(s) having a complaint fails to resolve the concern with the administrator, the person may request that the matter be referred to the Board. If the Board deems it advisable it may provide for a hearing of the complaint at an official meeting of the Board.

When a complaint is made directly to the Board or to an individual Board member, it will generally be referred to the administrator for evaluation and possible investigation. A Board member shall not attempt to consider such complaints in any official capacity acting as an individual Board member.

The administrator shall develop administrative regulations designed to encourage the timely resolution of public complaints while providing a system of review which will allow both the complainant and other affected parties an opportunity to be heard.

If a student, parent or guardian of a student who attends the public charter school or a person who resides in the district where the school is located alleges a violation of Oregon Administrative Rules, Chapter 581, Division 22 (Standards), Oregon Revised Statute (ORS) 339.285 to 339.383 or OAR 581-021-0550 to 581-021-0570 (Restraint and Seclusion) or ORS. 659.852 (Retaliation) and the complaint is not resolved

through the complaint process, the complainant may have appeal rights with the Deputy Superintendent of Public Instruction as outlined in OAR 581-002-0040 (See KL-AR(2) - Appeal to the Deputy Superintendent of Public Instruction).

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

END OF POLICY

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**Legal Reference(s):**

[ORS 192.610 to -192.690](#)

[ORS 338.115\(2\)](#)

[ORS 659.852](#)

[OAR 581-022-2370](#)

Anderson v. Central Point Sch. Dist., 746 F.2d 505 (9th Cir. 1984).

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