

Public Complaint Procedure

Initiating a Complaint: Step One

Any member of the public who wishes to express a complaint should discuss the matter with the public charter school employee involved.

The Principal: Step Two:

If such a discussion at Step one does not resolve the complaint or if such discussion is not practical under the circumstances, the complainant, if he/she wishes to pursue the action, shall file a signed, written complaint, within five working days, with the principal clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is not required.)

The principal shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his/her findings and his/her conclusion, within five working days of receipt of the written complaint.

The Board: Step Three

If the complainant is dissatisfied with the principal's findings and conclusion, the complainant may appeal the decision to the public charter school Board. The Board may hold a hearing to review the findings and conclusion of the principal, to hear the complainant and to take such other evidence as it deems appropriate. Generally all parties involved will be asked to attend such meeting for the purposes of presenting additional facts, making further explanations and clarifying the issues.

The Board may elect to hold the hearing in executive session if the subject matter qualifies under Oregon Revised Statutes.

The complainant shall be informed of the Board's decision within 10 working days from the hearing of the appeal to the Board.

Complaints against the principal may be filed with the Board chair.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair and may be referred to counsel. Complaints against the Board chair may be made directly to the Board vice chair.

If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule that the State Superintendent of Public Instruction has appeal responsibilities, and is not resolved at the Board level, then the public charter school will supply the complainant with appropriate information in order to file a direct appeal to the State Superintendent as outlined in Oregon Administrative Rule (OAR) 581-022-1940.

**Nixyaawii Community School
COMPLAINT FORM**

Person Making Complaint _____

Telephone Number _____ Date _____

Nature of Complaint _____

Who should we talk to and what evidence should we consider? _____

Suggested solution/resolution/outcome: _____

Office Use: Disposition of Complaint: _____

Signature: _____ Date: _____