

## 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 [five] 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 with 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 Standard (Exhibit A), which must be filled out and submitted by the complainants within five days of the conference with the involved instructor to the superintendent;
4. Upon receipt of the complaint by the superintendent, and within five 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.

**Exhibit A**  
**Request for Investigation of a Standard**

Date: \_\_\_\_\_

Request Initiated By: \_\_\_\_\_ (Print Name)

Mailing Address: \_\_\_\_\_

Email Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Resident of: \_\_\_\_\_ (Print name of school district)

To: [Name of School District]  
[Address of School District]

Person Making Request Represents:

Self

Group

Name of Group: \_\_\_\_\_

1. What is the standard?

2. What is the alleged violation?

3. What is the recommendation(s) to rectify the alleged violation?

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Received by Superintendent on \_\_\_\_\_  
Date