

Public Complaint Procedure

At each of the levels the complainant shall be given the opportunity to be present and to be heard. All decisions at each level shall be in writing and include supporting rationale with the exception of the initial informal contact. Copies of all decisions and recommendations shall be furnished promptly to all parties of interest.

1. Initiating a Complaint

Any member of the public who wishes to express a complaint should discuss the matter with the school employee involved (teacher, counselor, assistant principal, secretary, etc.). It is the intent of the district to solve problems and address all complaints as close as possible to their origination.

2. The Building Administrator

If unable to resolve a problem or concern at the initial, informal step one contact, then the complainant may submit the complaint and supporting rationale to the principal in writing on the form provided by the district. The complainant should work with the principal to resolve the complaint or concern. The building administrator will work to render a decision within 10 working days of receiving the written complaint.

3. The Superintendent

If such a discussion at the building level does not resolve the complaint or if such discussion is not practical under the circumstances, the complainant, if he or she wishes to pursue the action, may submit a signed, written complaint within five working days of receiving the principal's decision to the superintendent clearly stating the nature of the complaint and a suggested remedy.

The superintendent 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. The superintendent or his/her designee shall evaluate the evidence and render a decision within 10 working days after receiving the appeal.

4. The Board

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision to the Board within five days of receiving the superintendent's decision. The Board shall hold a hearing to review the findings and conclusion of the superintendent. At the request of the Board, parties involved, including the school administration, may be asked to present additional facts, make further explanations and clarify the issues.

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

Public Complaints/Athletic Complaint Procedure

Complainant's Name _____

Date _____

Sport _____

1. Describe your complaint.

2. Describe the problem that led to the complaint.

3. What steps have been taken to resolve the problem?

4. What adjustment is sought?

Signature of person initiating the complaint

Date

Signature of staff member

Date

Submitted to the principal for review on _____
Date

Principal's Recommendation:

Signature of principal

Date

Submitted to superintendent if not resolved at site _____
Date