

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 charter school employee involved. It is the intent of the public charter school to solve problems and address all complaints as close as possible to their origin.

The Regional Administrator: Step Two

If such a discussion at the 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 with the regional administrator clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is not required.)

The regional administrator 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. (Approximately one week in most cases will be required.)

The Executive Director: Step Three

If such a discussion at the step two does not resolve the complaint the complainant, if he/she wishes to pursue the action, shall file an appeal with the executive director.

The director 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. (Approximately one week in most cases will be required.)

The Board: Step Four

If the complainant is dissatisfied with the executive director's findings and conclusion, the complainant may appeal the decision to the charter school Board. The Board may hold a hearing to review the findings and conclusion of the director, 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.

Oregon Virtual Education Charter School

COMPLAINT FORM

Person Making Complaint _____

Telephone Number _____ Date _____

Email address _____

Nature of Complaint _____

Suggested Correction _____

Office Use: Disposition of Complaint: _____ _____ Signature: _____ Date: _____
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