

**Prairie City
School District 4**

Code: **KLD**
Adopted: 12/15/92
Readopted: 06/14/06
Orig. Code(s): 8910

Public Complaints about School Personnel

Objection to some instructional materials, topics for study, method for teaching or other actions of the district employees may occur in the school system. It is recognized that there will be minor complaints and major complaints. Procedures have been established to assure a fair hearing for those who have objections and to protect employees from unreasonable demands.

The following is a step by step method for fairly handling any citizen's complaint with the view that the best interests of the student(s) as a whole is being served.

- Step 1 Any complaints should be handled as close to the source of friction as possible, beginning with the employee(s) involved. Staff members who receive complaints should make referrals based upon this concept.
- Step 2 Any complaint not being resolved at Step 1 shall be referred to the administration. He/she shall investigate and discuss the problem with the complainant. In most cases this action will resolve misunderstandings. If the problem is not resolved, the administration should ask the complainant to put his/her complaint into writing. This should be sent by the administration to the Board.
- Step 3 The Board shall review the facts and make a decision which shall be final.

Constructive criticism of the schools is welcome, through whatever medium, when it is motivated by a sincere desire to improve the quality of the education program and to equip the schools of this district to their task more effectively.

The Board places trust in its employee and desires to support their actions in such a manner that employees are freed from unnecessary, spiteful or negative criticism and complaints.

Whenever a complaint is made directly to the Board as a whole or to a Board member as an individual, it shall be referred to the school administration for study and possible solutions. The individual employee involved shall be advised of the nature of the complaint and shall be given every opportunity for explanation, comment and presentation of the facts as he/she sees them.

If it appears necessary, the administration, the person who made the complaint or employee involved may request an executive session of the Board for the purpose of fuller study and a decision by this body. Generally all parties involved, including the school administration, shall be asked to attend such a meeting for the purpose of presenting additional facts, making further explanation and clarifying issues. Hearsay and rumor shall be discounted, as well as emotional feelings, except those directly related to the facts of the situation.

The Board shall conduct such meetings in as fair and just a manner as possible. The Board may request a disinterested third part to act as moderator to help it reach a mutually satisfactory solution.

Handling Complaints by Board Members

Individuals or groups often confront a single Board member with issues or problems concerning school personnel or district or building operation policies. In handling controversial matters, it is suggested that the Board member withhold comment or opinion and/or refer the party to the administrator for appropriate action. After referral, if satisfactory adjustment cannot be made by the administrator, the problem will be referred to the Board. The Board, in such case, after hearing evidence submitted by the administrator, will determine if a hearing should be granted to the party registering the complaint. Hearings on personnel matters will be held during an executive session of the Board. Other problems or discussions will be held during a regular or special session.

The exception would be if the complaint is directed at the administrator. In this case the individual Board member may want to confer with the Board chair or Board as a whole.

END OF POLICY

Legal Reference(s):

[ORS 192.660](#)

[ORS 332.107](#)

[OAR 581-022-1940](#)