

Student, Parent/Guardian or Member of the Public Complaints

The Board recognizes the necessity for an orderly procedure for resolving complaints. It is recommended that as many student concerns as possible be handled through informal conferences.

The following procedure will be used for all complaints:

1. A student, parent/guardian or member of the public (complainant) with a complaint shall generally first present it orally and informally to his/her teacher and/or the principal or other appropriate school employee;
2. If the complaint is not resolved, the complainant may formally present the complaint in writing (including all supporting statements and evidence) to the superintendent. The superintendent shall evaluate the evidence and render a decision within 10 school days after receiving the appeal;

Or (at the discretion of the superintendent)

The student, parent/guardian, and/or a member of the public may present a formal complaint in writing (including all supporting statements and evidence) to the superintendent. A review panel of three may be named by the superintendent or his/her designated representative to review the complaint with the complainant. The panel shall evaluate the evidence and render a written decision within 10 school days of the hearing.

Review Panel Procedure

The review panel shall be in a closed meeting. Persons other than the student, parent/guardians, witnesses and counsel shall not be admitted.

The superintendent or designee shall preside over the panel. They shall hear evidence from the school staff and from the parties involved to determine the point or points of disagreement regarding the complaint. The panel shall make a determination after hearing the evidence and decide what steps, if any, are to be taken to resolve the complaint. The written determination and actions to be taken are to be given to the parties involved within 10 school days of the hearing.

Appeal to the School Board

If the student, parent/guardian, and/or a member of the public deems it desirable to carry the complaint beyond the decision reached by the superintendent or review panel the student may, within 10 school days, request that the Board review the decision at a regularly scheduled meeting. The Board may hold a hearing to review the findings and conclusion of the principal/superintendent, to hear the complainant and to take such other evidence as it deems appropriate. Generally all parties involved, including the school

administration, will be asked to attend the hearing 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. A final determination shall be made within 10 school days from the date of the hearing.

In most cases, the decision of the Board shall be final. However, in cases involving students with disabilities and/or talented and gifted services the Board decision may be appealed to the Oregon Department of Education. In cases involving sexual harassment, if the complaint is not satisfactorily settled, an appeal may be made to the Regional Civil Rights Director, U.S. Department of Education, Office for Civil Rights, Region X, 915 2nd Ave., Room 3310, Seattle, WA 98174-1099. Direct appeals may be filed with an enforcement agency at any time.

It is the purpose of appeals and hearings to provide access to appropriate school officials when an informal conference cannot resolve the problem. It is not the purpose of appeals and hearings to provide a forum through which non related issues are conveyed.

END OF POLICY

Legal Reference(s):

[ORS 332.107](#)