

Public Complaints

Part 1 - Public Complaints about Personnel

The procedures for processing complaints regarding school personnel are largely controlled by the negotiated agreement between Pendleton Association of Teachers and the district. This contract reads as follows:

Section 16 - Complaint Procedure

16.1 Procedural Requirement

In reacting to any complaint regarding an employee, unless the complaint is immediately dismissed, the complainant will be told that the employee has the right to be told the details of such complaint by his/her immediate supervisor and they shall attempt to resolve the matter at that time in an informal manner. Anonymous complaints shall not be considered as grounds for any disciplinary action including dismissal or nonrenewal of a teacher.

16.2 Meeting with Principal or Immediate Supervisor

Within 10 working days of the receipt of a complaint, a meeting will be arranged between the employee and the principal or immediate supervisor. At that meeting, the employee will be informed of the name of the complainant and the nature of the complaint. The employee shall be allowed an opportunity to respond to the complaint.

16.3 Meeting with All Parties

If appropriate a meeting will then be arranged with the employee, complainant and principal or immediate supervisor to mutually work to solve the problem.

16.4 Investigation

In the event that the complaint is not resolved at the meeting set forth in Sections 16.2 or 16.3, the principal/immediate supervisor shall perform any investigation deemed necessary to gather sufficient information to reach a conclusion regarding the complaint. The employee shall be informed of the results of the investigation.

6.5 Right of Appeal

Any disciplinary action taken as a result of a complaint is subject to just cause provisions and may be appealed.

16.6 Right of Representation

The employee shall have the right to be represented by an Association representative if applicable at any meeting or conference regarding any complaint.

16.7 The provisions set forth above shall not apply in situations while a complaint is being investigated by law enforcement or an outside agency.

Whereas the above procedure is drafted specifically for teachers, it provides a workable outline to be used and modified as necessary for complaints about classified personnel and administrators.

It should be noted that although “oral or anonymous complaints shall not be considered as grounds for any disciplinary action...,” investigation and follow up of oral or anonymous complaints is not prohibited by this section.

Should investigation of an oral or anonymous complaint confirm a violation of Board policy, or district performance standards, the investigator shall state his/her findings in writing and proceed either under the Complaint Procedure or the district’s adopted evaluation process.

Complaints against the principal may be filed with the superintendent. Complaints against the superintendent should be referred to the Board chair.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair and may be referred to district counsel. Complaints against the Board chair may be made directly to the Board Vice Chair.

If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule that the State Superintendent of Public Instruction has appeal responsibilities, and is not resolved at the Board level, the district will supply the complainant with appropriate information in order to file a direct appeal to the State Superintendent as outlined in Oregon Administration Rule (OAR) 581-022-1940.

The Board may refer the investigation to a third party.

Part 2 - Complaints Regarding Materials Curriculum, Instructional or Library

It is understood that honest differences of opinion may arise regarding instructional materials. Differences of opinion not resolved at the building level, will be handled as follows:

1. All complaints are to be reported to the superintendent;
2. The complainants shall be supplied with the “Request for Reconsideration of Instructional Materials” form which must be filled out before further consideration can be given to the complaint;
3. The superintendent shall arrange for a review committee consisting of an administrator, two representative classroom teachers, two competent lay persons and a professional librarian;
4. Immediately after its appointment, the committee shall meet, appoint a chairman and secretary, study all the information available relating to the materials involved, and submit a report of its findings to the superintendent within three weeks after its appointment;
5. The committee may recommend the questioned material be:
 - a. Retained without restriction;
 - b. Retained with appropriate restriction; or
 - c. Not retained.
6. The superintendent shall report the review committee’s recommendation to the school board at their next regular meeting;
7. The decision of the Board shall be final.

Public Complaint – School Personnel

Complaint initiated by _____

Telephone _____ Address _____

City _____ State _____ Zip Code _____

1. What is the basis for your complaint? _____

2. What do you feel is an equitable and fair solution to the complaint? _____

Signature of Complainant

Date

Request for Reconsideration of Instructional Material

Fill in the information as appropriate:

If printed give:

If audiovisual give:

Author _____

Title _____

Title: _____

Type of Material _____

The following information will be provided by school personnel:

Hardcover _____ Paperback _____ Producer _____

Publisher _____ Distributor _____

Copyright Date _____ Copyright Date _____

Your Name _____

Telephone _____ Address _____

City _____ State _____ Zip Code _____

You represent (Check one)

_____ Yourself only
_____ Name of Organization _____
_____ Identify any other group _____

1. To what in the material do you object? (Please be specific) _____

2. What do you believe might be the result of using this material? _____

3. Did you review the material in its entirety? _____ (Yes or No) (Read all of the book or see the film and hear the discussions preceding and following the showing? If not, what part did you review? _____

Request for Reconsideration of Instructional Materials

1. Are you acquainted with the judgment of this material by professional critics? _____

2. What would like your school to do about this material?

- Do not use it with my child.
- Withdraw it from use with all students as well as from my child.
- Send it back to the selector or selectors for reevaluation.

3. In its place, what material of quality would you recommend that would be an appropriate substitute in the curriculum subject area involved? _____

Signature of Complainant

Date

Review of Administrative Decision

This form is to be used to request a review by the Board of an administrative decision or an interpretation of a procedure, policy or administrative regulation.

Submitted by: _____ Telephone: _____

Address: _____

State the decision, procedure, administrative regulation or policy questioned: _____

Describe in detail (use other pages as necessary) the nature of or reasons for concern:

Requested changes or suggested resolutions of the problem:

NOTE: You are invited to appear to personally address the Board or you may choose to submit only your written statement. You will be advised in writing of the Board's decision within 20 working days after the Board has heard the complaint.

I wish to appear before the Board: Yes No

Signature: _____ Date: _____

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 athletic director or coach Date _____

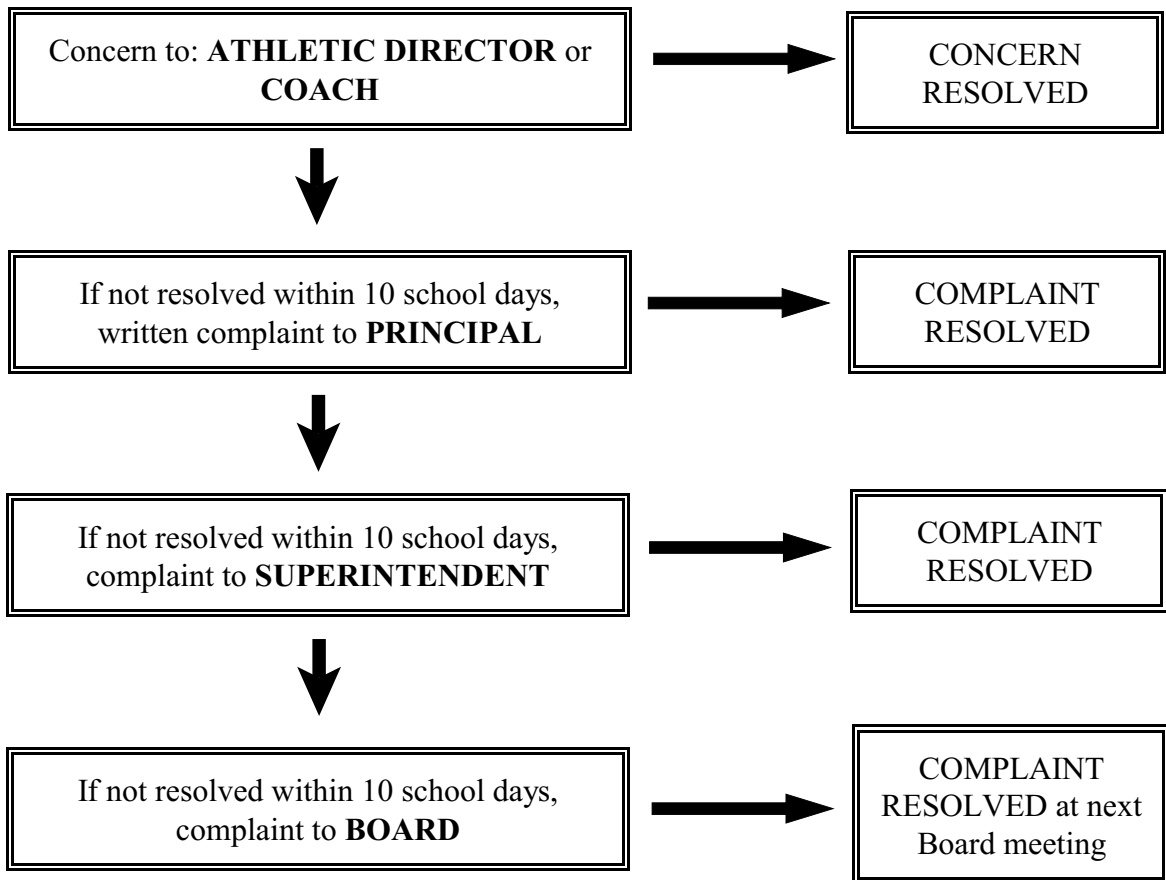
Submitted to the principal for review on _____ (Date)

Principal's Recommendation: _____

Signature of principal Date _____

Submitted to superintendent if not resolved at site _____ (Date)

ATHLETIC COMPLAINT PROCEDURE FLOW CHART



The flow chart above provides procedure for handling a patron athletic concern in an orderly, timely and effective manner. As indicated, any patron who has a concern or complaint should: (1) take the concern directly to either the coach or the athletic director where the concern may be resolved; (2) if the concern is not resolved with either the coach or the athletic director, the athletic director will assist the patron in completing the formal complaint. From this point on, the procedure is outlined in Board policy KL - Public Complaints.