

# Phoenix-Talent School District 4

Code: **KLD**  
Adopted: 9/08/06

## Public Complaints about District Personnel

The Board encourages citizens to communicate directly with members of individual school staffs and with district level personnel on matters pertaining to the operation of the schools. General comments, questions or concerns about the district can be directed to the superintendent or to an individual school office if the matter concerns a particular school. Both commendations and constructive criticisms are welcomed by the Board and should serve to keep communications open between the schools and the citizens of the community.

When commendations are received by the administration concerning specific schools or employees, the commendation will be shared appropriately with staff, i.e., personal contact, note, media release, etc. When complaints about district employees are received, the Board believes that they should be handled fairly and with concern for the rights of the people involved. Every effort should be made to resolve a complaint initially with the person who is directly involved in the matter resulting in the complaint. To ensure prompt attention to complaints and fair treatment to involved parties, the district's complaint procedure shall be used. District administrators and supervisors are responsible for informing the public about this complaint procedure.

The complaint procedure includes an opportunity, if necessary, for the administration, the person who made the complaint or the employee involved to request a meeting with the Board for the purposes of further study and decision. Such meeting will be held in Executive Session unless the affected employee requests otherwise. Generally all parties involved, including the school administration, will be asked to attend such a meeting for the purposes of presenting additional facts, making further explanations and clarifying the issues.

END OF POLICY

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### Legal Reference(s):

[ORS 192.660](#)

[ORS 332.107](#)

[OAR 581-022-1940](#)