

## Complaint Procedure

Any person or group having a legitimate interest in the district shall have the right to present a complaint concerning district personnel, programs, policies, facilities, services or compliance with the standards of the Oregon Department of Education.

If the complainant is unwilling to sign the complaint, the official receiving the complaint may record it over his/her own signature if he/she feels the complaint may have validity.

Absolutely no reprisal or recrimination of any kind shall be taken directly or indirectly against the complainant because of any complaint or review.

The district recommends use of the following procedure for handling complaints:

- Step 1 A conference should be held between the person(s) involved to discuss, and if possible, resolve the issue at an informal level. Conferences cannot be held during class time.
- Step 2 If the conference does not occur or does not resolve the issue, an appointment is made with the building principal. The person(s) involved shall be notified of a meeting and have the opportunity to be present.
- Step 3 If the issue is still not resolved, then a formal written complaint may be filed. An appointment shall be arranged with the superintendent. The person(s) involved and the building principal shall be present at this conference.
- Step 4 If still not resolved, an appointment will be set up with the Board, in executive session, to discuss the problem. The person(s) involved, the building principal and the superintendent shall be present at this conference.

Exceptions to the above are made if an administrator is the subject of the complaint. Complaints against the principal will include Step 1 and then move directly to Step 3. Complaints against the superintendent will include Step 1 and move directly to Step 4.

A patron of the district may, because of the nature of the particular complaint, choose to go directly to the administrator or the Board.

In that event, the administrator or Board member receiving the complaint will: (1) remind the patron of this procedure; (2) inform the employee of the complaint as soon as possible (always within three school days) and attempt to arrange a conference between the two.

# COMPLAINT FORM

Name of School \_\_\_\_\_ Date \_\_\_\_\_  
Person Making Complaint \_\_\_\_\_  
Address \_\_\_\_\_ Telephone Number \_\_\_\_\_  
\_\_\_\_\_

Nature of Complaint: (Give a clear and concise statement of the facts, including name, dates, events and witnesses)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Suggested Correction \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature

Disposition of Step 1: \_\_\_\_\_

Date: \_\_\_\_\_ Initial \_\_\_\_\_ Initial \_\_\_\_\_

Disposition of Step 2: \_\_\_\_\_

Date: \_\_\_\_\_ Initial \_\_\_\_\_ Initial \_\_\_\_\_

Disposition of Step 3: \_\_\_\_\_

Date: \_\_\_\_\_ Initial \_\_\_\_\_ Initial \_\_\_\_\_

Disposition of Step 4: \_\_\_\_\_

Date: \_\_\_\_\_ Initial \_\_\_\_\_ Initial \_\_\_\_\_

Disposition of Complaint: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Submit this complaint to the person directly involved and to the building principal. You will receive a written response in five school days. Refer to the attached policy for the details of this complaint review procedure.