

Silver Falls School District 4J

Code: **KL**
Adopted: 5/9/89-E
Readopted: 9/8/97, 8/14/06

Public Complaints

The district will develop and implement effective means of resolving concerns voiced by employees, students and the public in order to reduce potential areas of complaints, and to establish and maintain recognized channels of communication.

An individual properly presenting a concern or complaint shall be assured the opportunity for an orderly review of the concern or complaint without reprisal. The district supports the resolution of a complaint at the lowest level possible. Patrons are encouraged to follow usual and proper administrative channels in registering complaints concerning any phase of school programs. The complaint should be specifically stated and a remedy suggested. When appropriate, such complaints should first be made to the classroom teacher, or whoever is aware of the actual condition creating the complaint. If the teacher is unable to provide satisfaction, the patron should go to the building principal, and if still dissatisfied, then subsequently to the superintendent and may then proceed to the Board. It is recommended that complaints be made in writing - complaints brought to the Board shall be in writing and signed. Emphasis shall be placed on solving the problem as quickly as possible.

A complaint is a concern, problem or difficulty related to the district educational process filed with the district by an employee, student or member of the public.

Complaints in these areas must be filed under the following:

1. Harassment: GBM, GBM-AR, GBN, GBN-AR, GBNAA, JBA, JBA-AR, JFCFA.
2. Instructional Resources/Instructional Materials: IIA, IIA-AR.
3. Compliance with Standards: LGA, LGA-AR.

The superintendent will develop and administer the general complaint process.

END OF POLICY

Legal Reference(s):

[ORS 192.610 - 192.690](#)

[ORS 332.107](#)

[OAR 581-022-1940](#)

Anderson v. Central Point Sch. Dist., 746 F.2d 505 (9th Cir. 1984).
Connick v. Myers, 461 U.S. 138 (1983).

Collective Bargaining Agreements:

Silver Falls Education Association - Article 11
OSEA Chapter 148 - Article 8