

Public Complaint Procedure

Initiating a Complaint: Step One

Any member of the public who wishes to express a complaint should discuss the matter with the public charter school employee involved.

The Administrator: Step Two:

If Step 1 does not resolve the complaint the complainant may file a signed, written complaint within five working days of the meeting with the employee, with the administrator clearly stating the nature of the complaint and a suggested remedy. (A form is available, but is not required.)

The administrator shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his or her findings and conclusion within five working days of receipt of the written complaint.

The Board: Step Three

If the complainant is dissatisfied with the administrator's findings and conclusion, the complainant may appeal the decision to the public charter school board within five working days of receiving the administrator's decision. The Board may hold a hearing to review the findings and conclusion of the administrator, to hear the complaint and to hear and evaluate any other evidence as it deems appropriate. Generally all parties involved will be asked to attend such meeting 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.

The complainant shall be informed of the Board's decision within 20 working days from the hearing of the appeal to the Board.¹

Complaints against the administrator may be filed with the Board chair. The Board chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

¹Timelines may be extended upon written agreement between both parties.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair on behalf of the Board. The Board chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete, the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide in open session what action if any, is warranted.

Complaints against the Board chair may be made directly to the Board vice chair on behalf of the Board. The Board vice chair shall present the complaint to the Board. If the Board decides an investigation is warranted, the Board may refer the investigation to a third party. When the investigation is complete the results will be presented to the Board. After receiving the results of the investigation, the Board shall decide in open session what action, if any, is warranted.

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

**Sherwood Charter School
COMPLAINT FORM**

Person Making Complaint _____

Phone Number _____ Date _____

Nature of Complaint _____

Who should we talk to and what evidence should we consider? _____

Suggested solution/resolution/outcome: _____

Office Use: Disposition of Complaint: _____

Signature: _____ Date: _____