

Public/Staff Complaints

The purpose of this procedure is to afford every student, parent, employee or member of the community the means to seek formal discussion of problems arising out of an alleged violation, interpretation or inappropriate application of Board policies and procedures. The student, parent, employee or member of the community must start the procedure at the appropriate level. All days in the procedure refer to working days of the district. Failure to proceed to the next step within the time limits specified will automatically be construed as acceptance of the decision at the previous step.

Step 1: A student, parent, employee or member of the community with a complaint shall first present it orally and informally to the district employee involved.

Step 2: If the results are unacceptable to the student, parent, employee or member of the community, he/she may make a written request, within 10 days of the informal conference in step 1, for a meeting with the appropriate supervisor. The supervisor or designee will evaluate the complaint, investigate and provide written results to the appropriate parties within 5 business days of the conference.

For matters outside the jurisdiction of the appropriate supervisor, the student, parent, employee or member of the community may start the proceedings at Step 3.

Step 3: If the results are unacceptable to the student, parent, employee or member of the community, he/she may make a written request, within 5 days of receipt of the results, for a conference with the superintendent or designee. A conference will be held between the student, parent, employee or member of the community, appropriate supervisor, and the superintendent or designee within 5 days of the receipt of this request. At this time, the parties may present their cases. The superintendent or designee will investigate and provide written results to the appropriate parties within 5 business days of the conference.

Step 4: If the results are unacceptable to the student, parent, employee or member of the community, he/she may appeal the decision to the Board, within 5 days of receipt of the results. The Board may hold a hearing to review the findings and conclusion of the superintendent, to hear the complaint and to hear and evaluate any other evidence as it deems appropriate. Generally all parties involved, including the school administration, 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 by the Board. The Board's decision will be final.¹

Complaints against the principal may be filed with the superintendent.

Complaints against the superintendent should be referred 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 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 district counsel on behalf of the Board. The district counsel 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 the State Superintendent of Public Instruction has appeal responsibilities, and the complaint is not resolved at the Board level, the district 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.

¹The timelines may be extended upon written agreement between both parties.

