

**South Wasco County
School District 1**

Code: **KL-AR**
Revised/Reviewed: 4/23/98; 12/11/13
Orig. Code(s): KL-AR

Public Complaint Procedure

If, during the course of business with the professional staff, parents have criticisms or comments of an educator's performance, the disposition of a particular situation, a grade recorded, homework assignments, the lack of a student's progress, etc., the following corrective measures should be followed:

1. Parents should initiate a conference with the educator to discuss the issue. A letter or a telephone call will set up this appointment. Conferences cannot be held during class time;
2. If Step 1 does not resolve the issue, an appointment is made with the principal. The educator under discussion will be present at the conference;
3. If Step 2 does not bring about satisfaction, an appointment is to be arranged with the superintendent. The educator under discussion and the principal must be present at this conference;
4. If Step 3 does not end the difference that existed, an appointment may be scheduled with the Board, in executive session, to discuss the problem. The educator under discussion, the principal, and the superintendent will be present at this conference.

Alterations to the above are made if an administrator is the subject of the complaint. Grievances with the principal will include Step 1 and then move directly to Step 3. Grievances with 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.

South Wasco County School District #1

COMPLAINT FORM

TO: District Office _____ (Name of School)

Person Making Complaint _____

Telephone 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: _____

cc: District Office