

# Vernonia School District 47J

Code: **KL-AR**  
Adopted: 12/14/00  
Orig. Code(s): KL-AR

## **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 school employee involved (teacher, counselor, assistant principal, secretary, etc.) It is the intent of the district to solve problems and address all complaints as close as possible to their origination.

### **The Building Administrator: Step Two**

If unable to resolve a problem or concern at step one then the complainant should work with the building principal or program director to resolve the complaint or concern.

### **The Superintendent: Step Three**

If such a discussion at the building level does not resolve the complaint or if such discussion is not practical under the circumstances, the complainant, if he or she wishes to pursue the action, shall file a signed, written complaint with the superintendent clearly stating the nature of the complaint and a suggested remedy (A form is available, but is not required.)

The superintendent shall investigate the complaint, confer with the complainant and the parties involved and prepare a written report of his/her findings and his/her conclusion. (Approximately one week in most cases will be required.) Additionally, if the complaint or appeal concerns curriculum/instructional materials or alleges a violation of state standards, the superintendent may refer the matter to a committee established for such purposes of a recommendation prior to rendering a decision. The time line for responding to the complainant in such instances will be adjusted as seemed appropriate.

### **The Board: Step Four**

If the complainant is dissatisfied with the superintendent's findings and conclusion, the complainant may appeal the decision to the Board. All such appeals shall be submitted in writing to the Board chair. The Board shall hold a hearing to review the findings and conclusion of the superintendent, to hear the complainant and to take such other evidence as it deems appropriate. Generally all parties involved, including the school administrator, will be asked to attend such meeting for the purpose 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.

**VERNONIA SCHOOL DISTRICT  
COMPLAINT FORM**

TO: Name of School \_\_\_\_\_ Date: \_\_\_\_\_

Person Making Complaint \_\_\_\_\_

Nature of Complaint \_\_\_\_\_

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

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Please provide contact information:

\_\_\_\_\_

Mailing Address	City	State	Zip
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\_\_\_\_\_ Phone(s): \_\_\_\_\_

Email Address \_\_\_\_\_

**Office Use:** Disposition of Complaint: \_\_\_\_\_ Date: \_\_\_\_\_

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Signature \_\_\_\_\_