

**Willamette Education
Service District**

Code: **KL-AR**
Adopted: 5/10/07
Readopted: 8/10/10

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

The Building Administrator/Supervisor: Step Two

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

The Superintendent: Step Three

If such a discussion does not resolve the complaint or is such discussion is not practical under the circumstances, the complainant, if he/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.) A complaint against the Superintendent shall be filed with the Board chair.

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 in a timely manner.

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. The Board may 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 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 in accordance with law.

WILLAMETTE EDUCATION SERVICE DEPARTMENT

COMPLAINT FORM

Person Making Complaint _____

Telephone Number _____ Date _____

Nature of Complaint _____

Suggested Correction _____

Office Use: Disposition of Complaint: _____

Signature: _____ Date: _____

cc: Superintendent