

Staff Complaints Procedure

(Refer to Board policy GBM - Staff Complaints for acceptable use of this procedure.)

Initiating a Complaint: Step One

It is the intent of the district to solve problems and address all complaints as close as possible to their origin. To this end, the complainant should take the complaint to his/her immediate supervisor for initial discussion and possible informal resolution.

The Administrator: Step Two

If the complainant is unable to resolve a problem or concern at step one, within five working days of the meeting with the immediate supervisor, the complainant may file a written, signed complaint with the responsible administrator (usually the principal). This step occurs even if the immediate supervisor was the responsible administrator in step one. The responsible administrator shall evaluate the evidence and render a decision within five working days after receiving the complaint.

The Superintendent: Step Three

Within 10 working days of the meeting with the responsible administrator 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 - KL-AR.) 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 within 10 working days after receiving the written complaint.

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 within five working days of receiving the superintendent's decision. 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 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.