

## **Student Complaints**

The Board recognizes the necessity for each school to develop and maintain an orderly procedure for resolving student complaints. The principal shall [involve staff and students in] establish[ing] procedures which fairly and quickly resolve student complaints. Procedures established should allow for:

1. Informal conferences between the parties concerned;
2. Written appeal to the principal when step one does not resolve the complaint;
3. Written appeal to the superintendent when step two does not resolve the complaint;
4. Written appeal to the Board when step three does not solve the complaint.

It is the purpose of appeals and hearings to provide access to appropriate school officials when an informal conference cannot resolve the complaint. It is not the purpose of appeals and hearings to provide a forum through which nonrelated issues are conveyed. It is recommended that as many student complaints as possible be handled through informal conferences.

END OF POLICY

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**Legal Reference(s):**

[ORS 192.610 to -192.690](#)

[ORS 332.107](#)

[OAR 581-022-2370](#)