

Public Complaints Procedure

The following procedure will be used for all complaints:

1. 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 origin.
2. If unable to resolve the complaint at step one, then the complainant should work with the superintendent to resolve the complaint or concern. If such a discussion at this level does not resolve the complaint, the complainant shall file a completed, signed complaint form stating the nature of the complaint and a suggest remedy. This should be presented within 10 working days.

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, usually within five working days after receiving the complaint in writing.

3. If the complainant is dissatisfied with the decision reached by the superintendent, the complainant may, within five working days, request a review by the Board at its next regularly scheduled meeting. 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. A final determination shall be made within 20 working days from receipt of the appeal by the Board.
4. Persons may, after exhausting local complaint procedures, appeal in writing to the Superintendent of Public Instruction

Time

The number of days given at each level shall be regarded as a maximum and every effort will be made to expedite the process. The time limits stated may be extended by mutual agreement of the complainant and the administration.

Withdrawal

A complaint may be withdrawn by the complainant at any level without prejudice, reprisal or record.

Meeting and Decisions

At each of the levels the complainant shall be given the opportunity to be present and to be heard. All decisions at each level shall be in writing and include supporting rationale with the exception of the initial informal contact. Copies of all decisions and recommendations shall be furnished promptly to all parties of interest.

**Complaint, Suggestion or Commendation Regarding an
Employee, Program or Practice**

Complaint initiated by _____

Address _____

Daytime Telephone _____ **Cell Phone** _____

Email _____

1. What is the basis for your complaint/suggestion/commendation?

2. What do you feel is an equitable and fair solution to the complaint?

Signature of Complainant

Date