

Public Complaints

Students, parents/guardians, and community members that live within the district are essential partners in the educational success of our students. In order to maintain a strong relationship with these partners it is important that they have an opportunity to make their concerns known to the district and that their complaints be addressed in a fair, accessible, and timely manner.

Whenever possible, complaints should be resolved by communication with the school or department directly involved in the issue. A complaint specifies a concern, problem or difficulty related to the district educational process. In a complaint, an employee, student, parent/guardian, or a member of the public presents the concern to the district and requests a remedy.

An individual properly presenting a concern or complaint shall be assured the opportunity for an orderly review and response to the concern or complaint without reprisal. All parties to the complaint process will be treated, and will treat others, with dignity and respect.

All complaints will be referred through the proper administrative channels for resolution. Complaints that concern Board actions or Board operations may be brought directly to the Board. The Board strongly encourages all parties to attempt to resolve informal complaints at the lowest level possible, beginning with the teacher or employee.

While many complaints may be resolved informally, if a student, parent/guardian, or community member wishes to file a formal complaint it should be filed initially with the school principal or employee supervisor and would go through a 4-step process as follows:

1. Principal or supervisor
2. Appropriate Deputy Superintendent
3. Superintendent
4. School Board

The School Board may or may not elect to hear an appeal of the decisions of the Superintendent. The Board Chair, in consultation with the vice-chair, will review the appeal and the Superintendent's findings to determine whether or not to hear the matter. If the Board declines to hear the appeal, the decision of the Superintendent shall be considered final.

Complaints will be responded to within 10 working days at each level, with the exception of the School Board, which shall have 10 working days from the date of the appeal to decide whether or not to hear the appeal. When the Board does hear an appeal, they have 10 working days following a mutually agreed upon hearing date from which to issue a final decision. These timelines can be extended by mutual consent with the complainant.

If a complaint alleges a violation of state standards or a violation of other statutory or administrative rule for which the State Superintendent of Public Instruction has appeal responsibilities, and the

complaint is not resolved at the local level, the district will notify the complainant of the right to file a direct appeal to the State Superintendent as outlined in: Oregon Administrative Rule (OAR) 581-022-1940.

A complaint of retaliation against a student or a student’s parent, who in good faith reported information that the student believes is evidence of a violation of state and federal law, rule or regulation, should be reported to the administrator.

Complaints against the principal may be filed with the appropriate deputy superintendent.

Complaints against the superintendent should be referred to the Board chair on behalf of the Board.

Complaints against the Board as a whole or against an individual Board member should be made to the Board chair on behalf of the Board.

Complaints against the Board chair may be made directly to the Board vice chair on behalf of the Board.

The Superintendent or designee shall provide user-friendly information regarding the complaint process to the school community.

Complaints in the following areas are addressed in the policy/administrative regulation indicated:

1. Nondiscrimination: Board Policy AC, AC-AR;
2. Sexual Harassment: Board Policy GBN/JBA, GBN/JBA-AR;
3. Hazing, Harassment, Intimidation, Bullying, Menacing, Cyberbullying - Staff: Board Policy GBNA, GBNA-AR;
4. Hazing, Harassment, Intimidation, Menacing, Cyberbullying, Teen Dating Violence - Student: Board Policy JFCF, JFCF-AR;
5. Reporting Requirements Regarding Sexual Conduct with Students: Board Policy JHFF;
6. Instructional Resources/Instructional Materials: Board Policy IIA, IIA-AR.

The Board will not hear complaints against employees in open public meetings unless an employee requests an open session.

END OF POLICY

Legal Reference(s):

ORS 192.610 to 192.690
ORS 332.107

OAR 581-022-1940
OAR 581-022-1941

House Bill (HB) 3371 (2015)

Anderson v. Central point Sch. Dist., 746 F.2d 505 (9th Cir. 1984)
Connick v. Myers, 461 U.S. 138 (1981)