

North Santiam School District

Code: **JFH**
Adopted: 10/28/99
Readopted: 6/28/12
Orig. Code(s): JFH

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 establishing procedures which fairly and quickly resolve student complaints. It is recommended that as many student problems as possible be handled through informal conferences.

Complaint Procedures

Supervisors, principals and/or the superintendent shall have responsibility for investigations concerning complaints by staff, student complaints, public complaints and complaints about district personnel. The investigator(s) shall be a neutral party having had no involvement in the complaint presented.

The following procedures shall be used for the reporting, investigating and resolving of complaints.

Informal Resolution

Informal resolution can be described differently by the complainant but usually consists of the district administrator serving as a mediator of the dispute in order to reach an agreement about future interactions. If an informal solution is sought, the administrator will facilitate that resolution.

If this resolution is not acceptable to the complainant, the complainant will be asked to provide a written statement, which will describe the incident(s) and the resolution sought, to a district administrator on the form provided in the administrative rule of this policy asking for a formal resolution.

Formal Resolution

Formal resolution would consist of an investigation to see if the allegations are found to have merit. All complaints will be promptly investigated in accordance with the following procedures by a district administrator or the superintendent

- Step 1 All complaints shall be presented to the building administrator. Complaints against the building administrator shall be filed with the superintendent. Complaints against the superintendent shall be filed with the Board chair. All such information will be reduced to writing and will include the specific nature of the offense, corresponding dates and potential witnesses. The superintendent or designee will be informed of all complaints upon their receipt.

Step 2 The district administrator receiving the complaint shall promptly investigate. Parents will be notified of the nature of any complaint involving their student. The district administrator, or designated official, will arrange such meetings as may be necessary with all concerned parties within five working days after receipt of a written complaint. The parties will have an opportunity to submit evidence and a list of witnesses. All findings related to the complaint will be reduced to writing. The district official(s) conducting the investigation shall notify the complainant (and parents as appropriate) in writing when the investigation is concluded and their findings determined.

A copy of the notification letter or the date and details of notification to the complainant, together with any other documentation related to the incident, including disciplinary action taken or recommended, shall be forwarded to the superintendent or designee.

Step 3 If the complainant is not satisfied with the decision at Step 2, he/she may submit a written appeal to the superintendent or designee. Such appeal must be filed within 10 working days after receipt of the Step 2 decision. The superintendent or designee will arrange such meetings with the complainant and other affected parties as deemed necessary to discuss the appeal. The superintendent or designee shall provide a written decision to the complainant's appeal within 10 working days.

Step 4 If the complainant is not satisfied with the decision at Step 3, a written appeal may be filed with the Board. Such appeal must be filed within 10 working days after receipt of the Step 3 decision. The Board shall at its next regular session conduct a hearing at which time the complainant shall be given an opportunity to present the written complaint as it was received by the superintendent. The Board shall provide a written decision to the complainant within 10 working days following the completion of the hearing. The decision of the board is final.

Harassment is a violation of district policy and regulation, and may also be a violation of criminal or other laws. All complaints of harassment by staff should be filed by referring to Board policy JBA/GBN - Sexual Harassment and its administrative regulation.

Documentation related to the incident may be maintained as a part of the student's education records or employee's personnel file as determined.

END OF POLICY

Legal Reference(s):

[ORS 332.107](#)